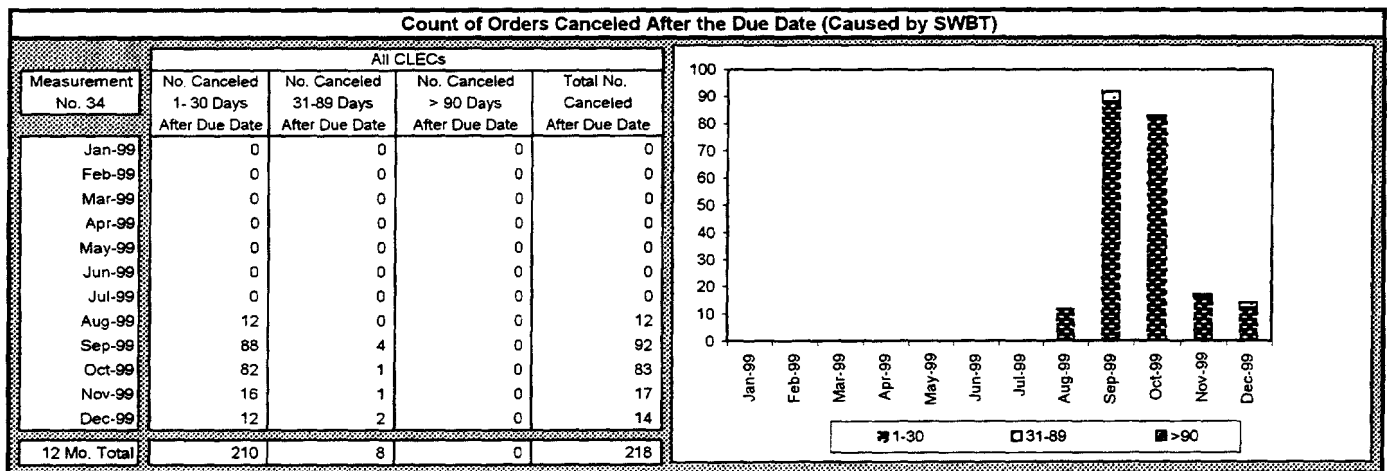
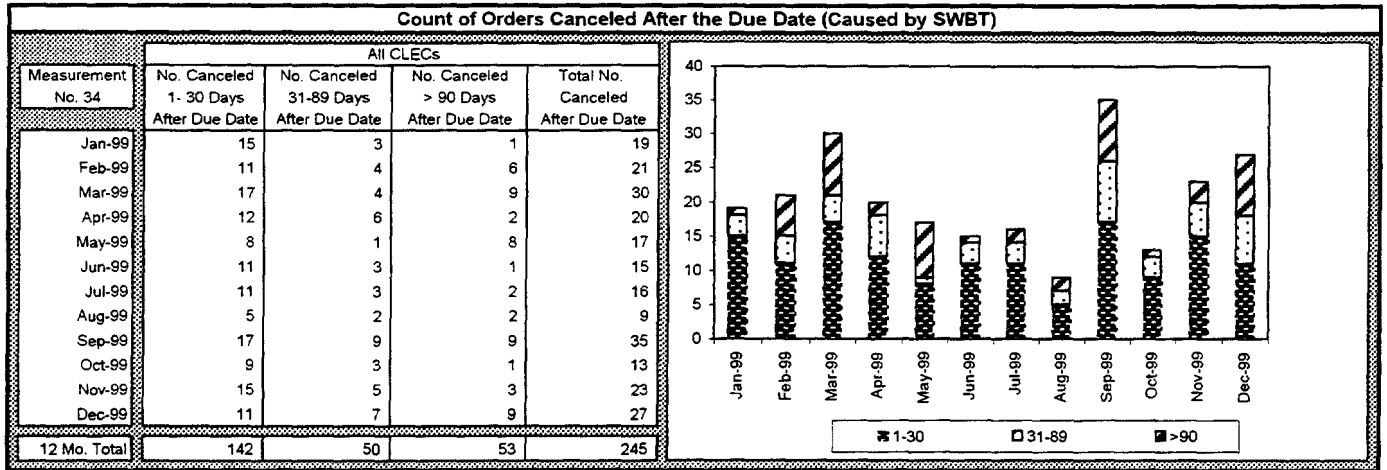
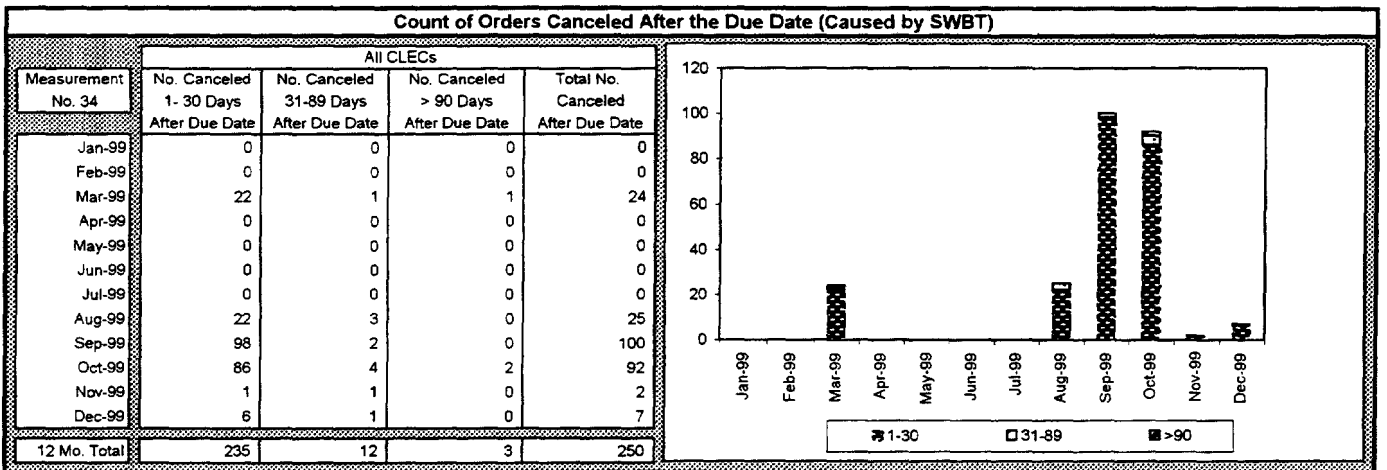


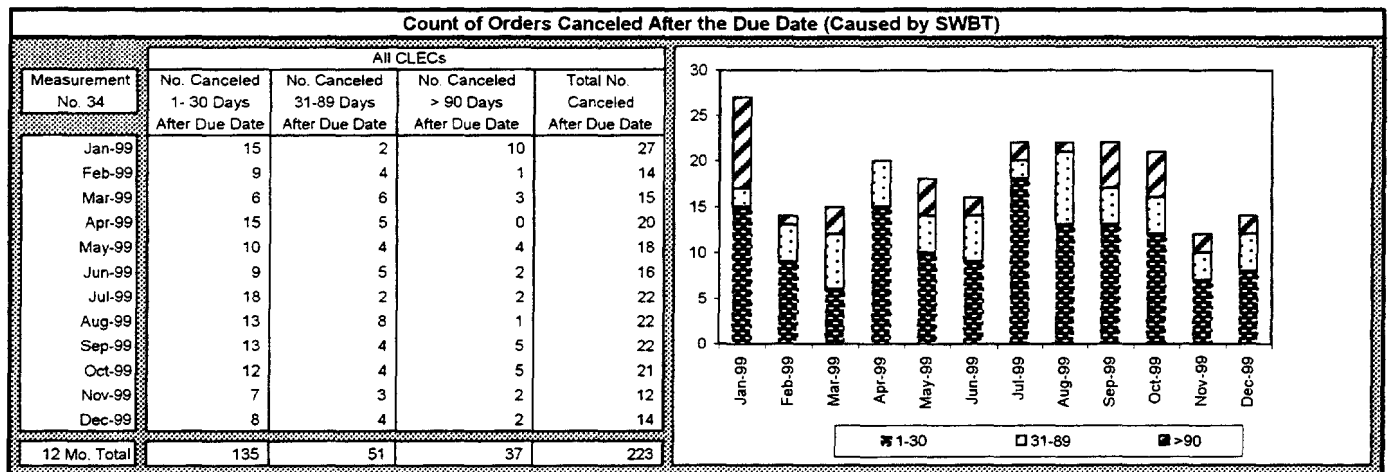
Provisioning - UNE Loop and Port Combinations



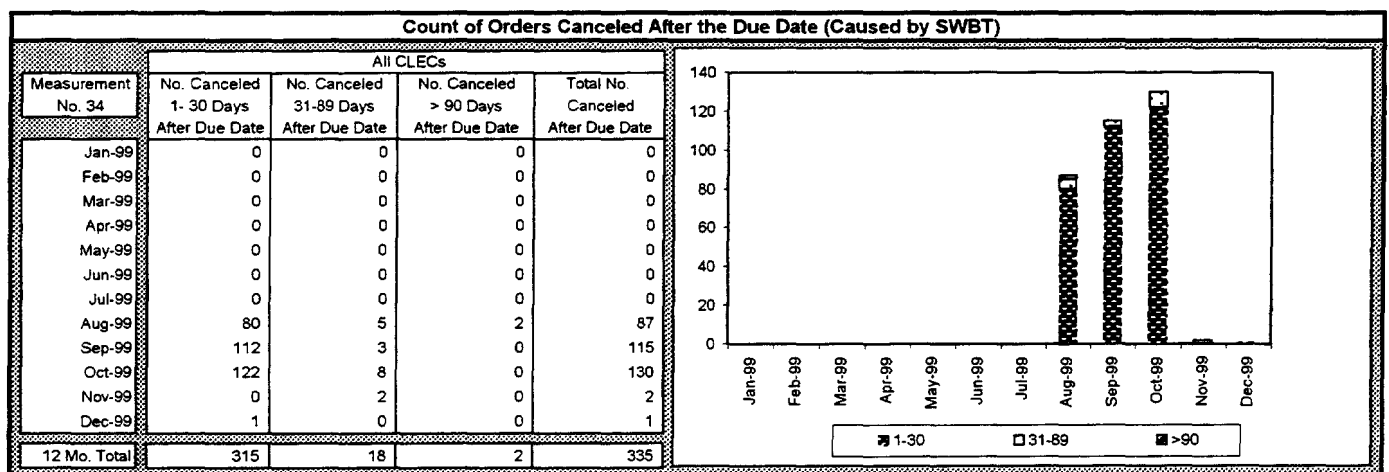


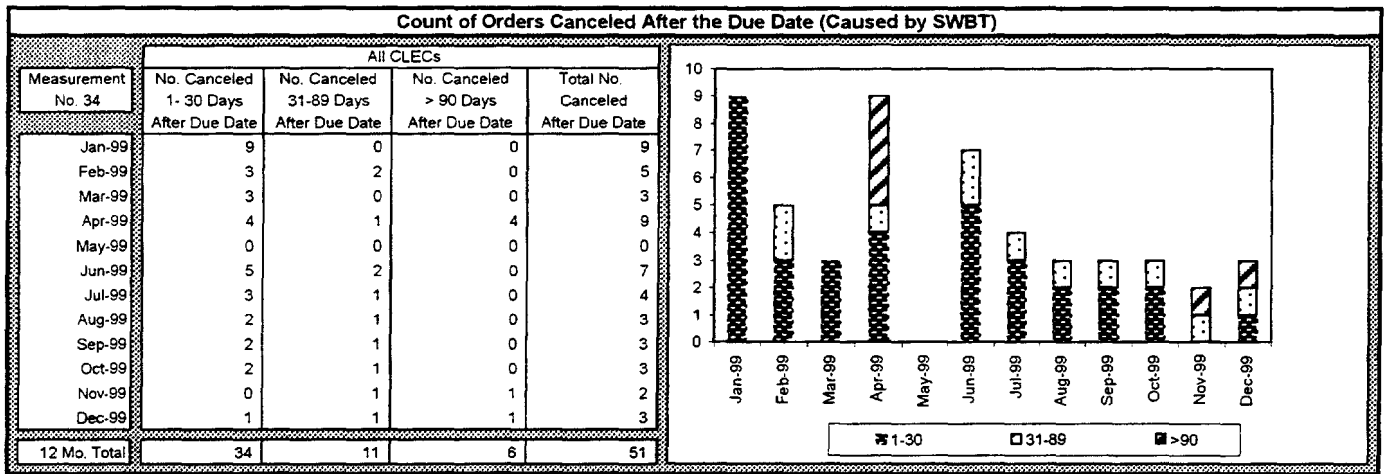
Provisioning - UNE Loop and Port Combinations



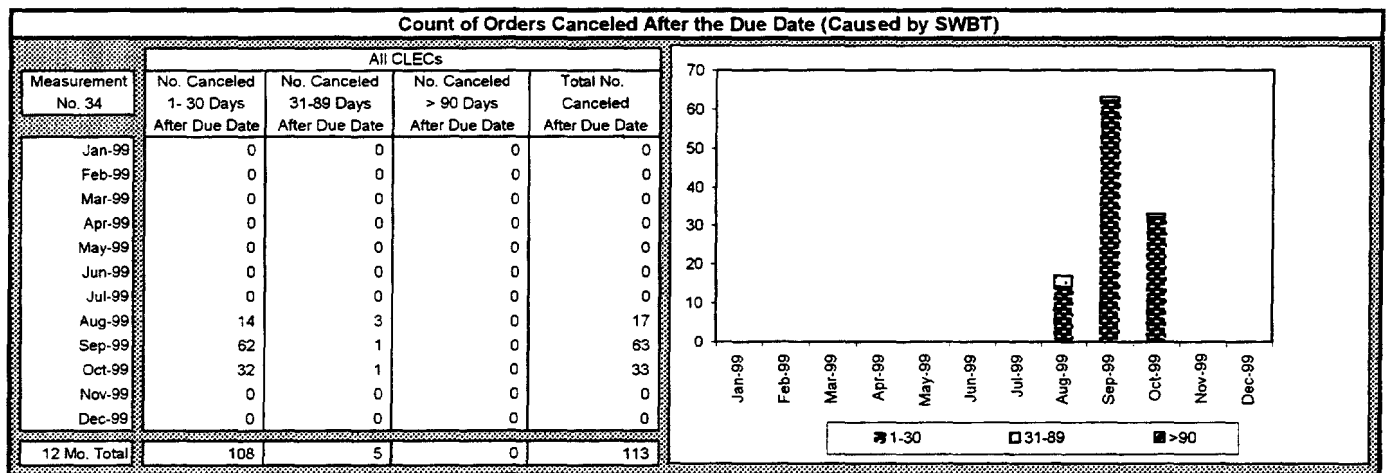


Provisioning - UNE Loop and Port Combinations



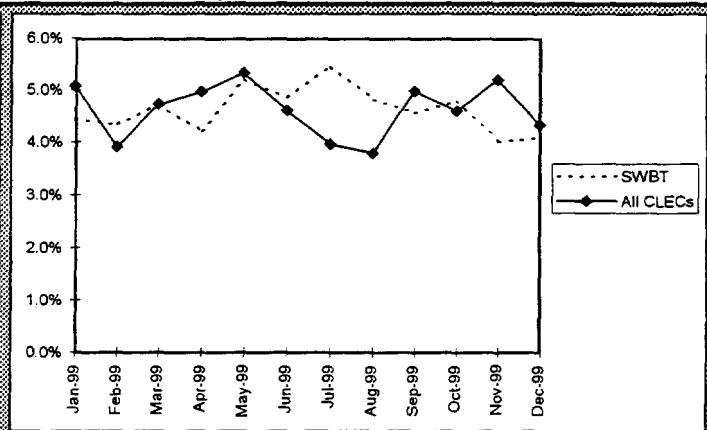


Provisioning - UNE Loop and Port Combinations

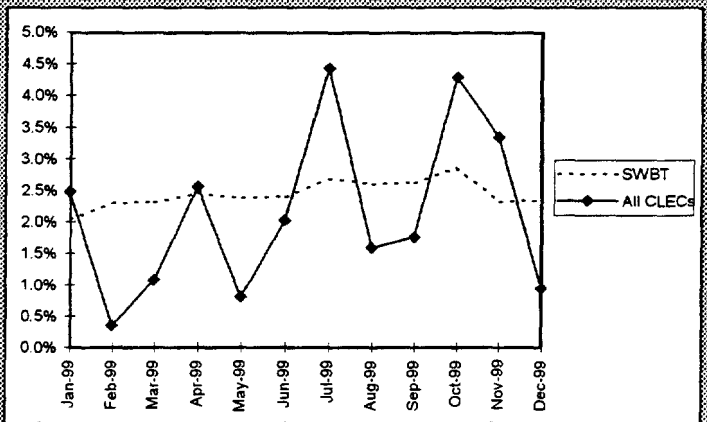


Percent Trouble Reports on N and T Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	729	37	5.08%	4.45%	0.80
Feb-99	895	35	3.91%	4.34%	-0.61
Mar-99	1,037	49	4.73%	4.72%	0.00
Apr-99	805	40	4.97%	4.21%	1.05
May-99	713	38	5.33%	5.20%	0.15
Jun-99	803	37	4.61%	4.87%	-0.34
Jul-99	906	36	3.97%	5.46%	-1.93
Aug-99	951	36	3.79%	4.83%	-1.48
Sep-99	863	43	4.98%	4.56%	0.57
Oct-99	719	33	4.59%	4.80%	-0.25
Nov-99	713	37	5.19%	4.01%	1.55
Dec-99	762	33	4.33%	4.09%	0.33
12 Mo. Total	9,896	454	4.59%	4.63%	

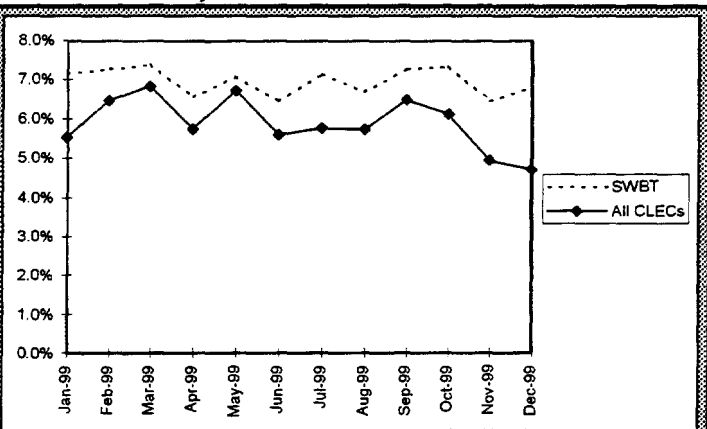


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	242	6	2.48%	2.06%	0.45
Feb-99	288	1	0.35%	2.31%	-2.21
Mar-99	279	3	1.08%	2.32%	-1.37
Apr-99	313	8	2.56%	2.47%	0.09
May-99	248	2	0.81%	2.39%	-1.62
Jun-99	247	5	2.02%	2.41%	-0.39
Jul-99	316	14	4.43%	2.70%	1.83
Aug-99	314	5	1.59%	2.60%	-1.11
Sep-99	283	5	1.77%	2.63%	-0.89
Oct-99	233	10	4.29%	2.87%	1.27
Nov-99	209	7	3.35%	2.33%	0.96
Dec-99	211	2	0.95%	2.36%	-1.34
12 Mo. Total	3,183	68	2.14%	2.46%	

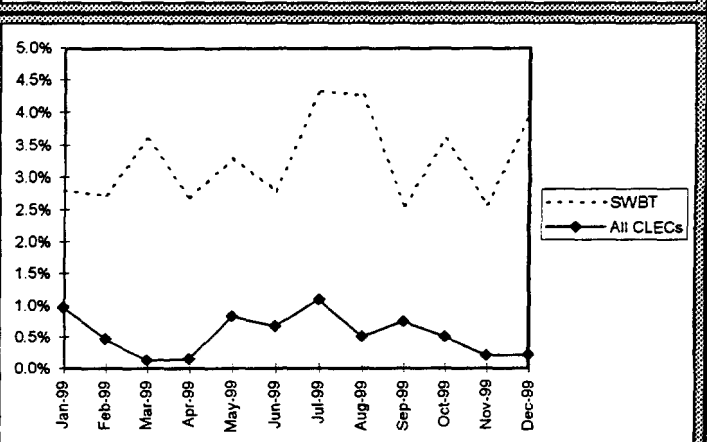


Percent Trouble Reports on N and T Orders within 10 days - No Field Work

	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	2,566	142	5.53%	7.16%	-3.06
Feb-99	3,295	213	6.46%	7.28%	-1.70
Mar-99	3,268	223	6.82%	7.39%	-1.16
Apr-99	2,899	155	5.74%	6.56%	-1.62
May-99	2,559	172	6.72%	7.09%	-0.69
Jun-99	2,948	165	5.60%	6.45%	-1.81
Jul-99	2,940	169	5.75%	7.15%	-2.82
Aug-99	3,753	215	5.73%	6.68%	-2.24
Sep-99	3,369	218	6.47%	7.28%	-1.70
Oct-99	3,046	186	6.11%	7.32%	-2.43
Nov-99	3,224	159	4.93%	6.44%	-3.31
Dec-99	3,188	150	4.71%	6.82%	-4.48
12 Mo. Total	36,855	2,167	5.88%	6.95%	

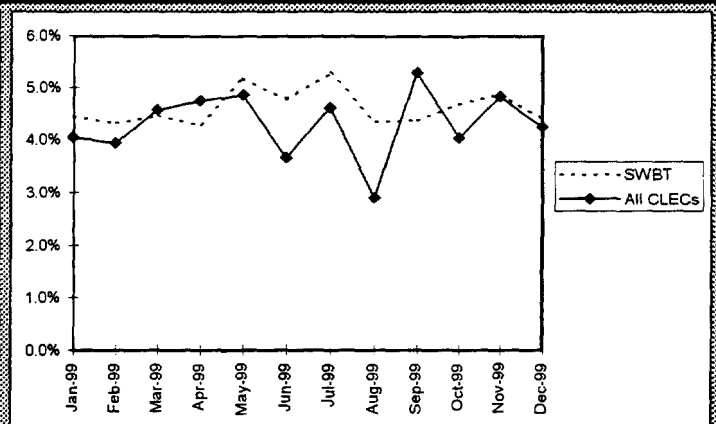


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	929	9	0.97%	2.80%	-3.16
Feb-99	1,071	5	0.47%	2.73%	-4.36
Mar-99	1,523	2	0.13%	3.59%	-7.14
Apr-99	1,338	2	0.15%	2.68%	-5.81
May-99	962	8	0.83%	3.29%	-4.06
Jun-99	751	5	0.67%	2.79%	-3.42
Jul-99	637	7	1.10%	4.34%	-3.87
Aug-99	793	4	0.50%	4.26%	-5.10
Sep-99	801	6	0.75%	2.56%	-3.11
Oct-99	590	3	0.51%	3.58%	-3.94
Nov-99	970	2	0.21%	2.58%	-4.55
Dec-99	463	1	0.22%	3.96%	-4.09
12 Mo. Total	10,828	54	0.50%	3.25%	

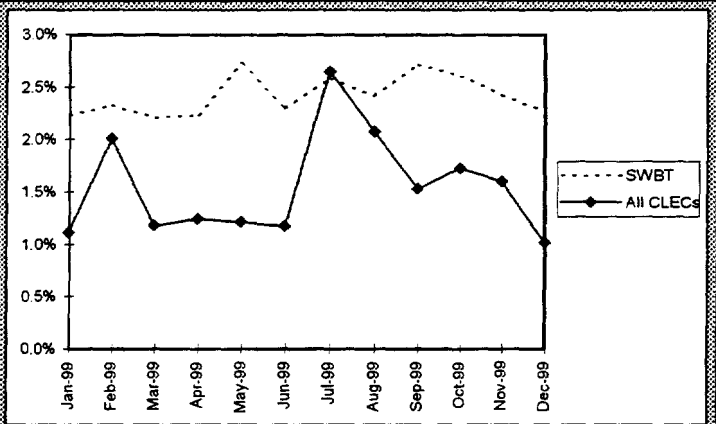


Percent Trouble Reports on N and T Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	1,457	59	4.05%	4.46%	-0.74
Feb-99	1,858	73	3.93%	4.33%	-0.83
Mar-99	2,125	97	4.56%	4.48%	0.18
Apr-99	1,558	74	4.75%	4.29%	0.86
May-99	1,257	61	4.85%	5.18%	-0.52
Jun-99	1,284	47	3.66%	4.77%	-1.84
Jul-99	1,212	56	4.62%	5.29%	-1.02
Aug-99	1,447	42	2.90%	4.36%	-2.67
Sep-99	1,417	75	5.29%	4.37%	1.64
Oct-99	1,388	56	4.03%	4.70%	-1.14
Nov-99	1,325	64	4.83%	4.88%	-0.08
Dec-99	1,484	63	4.25%	4.41%	-0.30
12 Mo. Total	17,812	767	4.31%	4.62%	

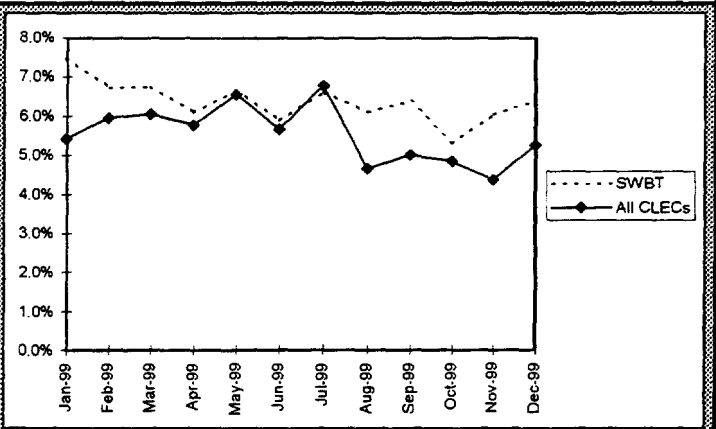


	Business					Z-Value
	All CLECs			SWBT		
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports		
Jan-99	450	5	1.11%	2.24%	-1.60	
Feb-99	448	9	2.01%	2.33%	-0.45	
Mar-99	510	6	1.18%	2.21%	-1.57	
Apr-99	402	5	1.24%	2.24%	-1.33	
May-99	413	5	1.21%	2.72%	-1.87	
Jun-99	426	5	1.17%	2.30%	-1.53	
Jul-99	378	10	2.65%	2.59%	0.07	
Aug-99	338	7	2.07%	2.41%	-0.40	
Sep-99	392	6	1.53%	2.72%	-1.44	
Oct-99	347	6	1.73%	2.61%	-1.02	
Nov-99	375	6	1.60%	2.43%	-1.03	
Dec-99	394	4	1.02%	2.27%	-1.66	
12 Mo. Total	4,873	74	1.52%	2.42%		

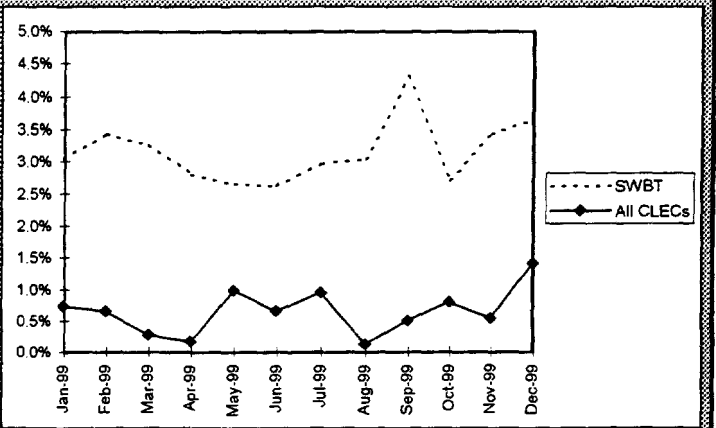


Percent Trouble Reports on N and T Orders within 10 days - No Field Work

	Residence					Z-Value
	All CLECs			SWBT		
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports		
Jan-99	4,466	242	5.42%	7.46%	-4.90	
Feb-99	5,366	319	5.94%	6.74%	-2.15	
Mar-99	5,695	344	6.04%	6.75%	-2.00	
Apr-99	4,313	249	5.77%	6.09%	-0.81	
May-99	4,082	267	6.54%	6.67%	-0.31	
Jun-99	4,933	279	5.66%	5.89%	-0.65	
Jul-99	5,080	344	6.77%	6.60%	0.47	
Aug-99	5,731	266	4.64%	6.11%	-4.43	
Sep-99	5,549	278	5.01%	6.38%	-3.95	
Oct-99	5,914	286	4.84%	5.30%	-1.49	
Nov-99	5,737	250	4.36%	6.04%	-5.04	
Dec-99	6,299	330	5.24%	6.38%	-3.42	
12 Mo. Total	63,165	3,454	5.47%	6.33%		

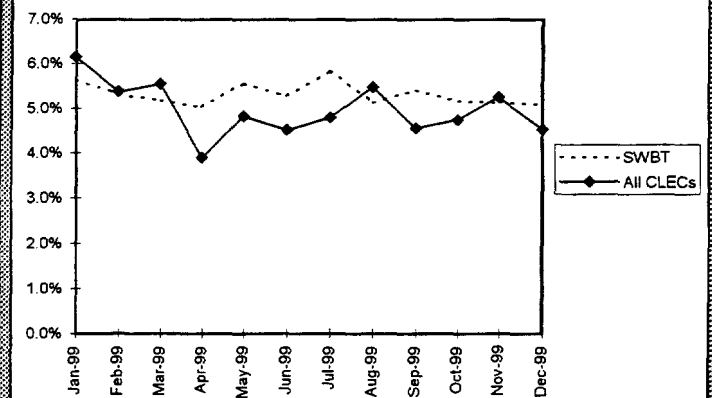


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	2,022	15	0.74%	3.05%	-5.67
Feb-99	1,971	13	0.66%	3.44%	-6.45
Mar-99	1,809	5	0.28%	3.27%	-7.00
Apr-99	1,751	3	0.17%	2.81%	-6.57
May-99	1,223	12	0.98%	2.66%	-3.47
Jun-99	1,371	9	0.66%	2.63%	-4.41
Jul-99	1,149	11	0.96%	2.98%	-3.87
Aug-99	1,515	2	0.13%	3.04%	-6.53
Sep-99	1,365	7	0.51%	4.31%	-6.73
Oct-99	1,363	11	0.81%	2.71%	-4.14
Nov-99	1,286	7	0.54%	3.43%	-5.52
Dec-99	989	14	1.42%	3.64%	-3.54
12 Mo. Total	17,814	109	0.61%	3.14%	

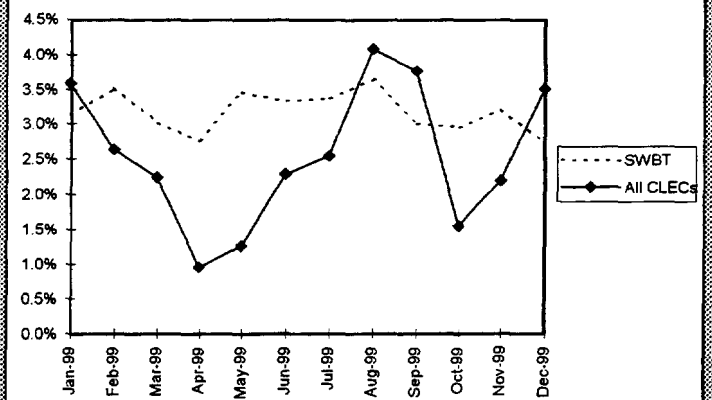


Percent Trouble Reports on N and T Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	1,251	77	6.16%	5.66%	0.74
Feb-99	1,601	86	5.37%	5.33%	0.08
Mar-99	1,749	97	5.55%	5.19%	0.65
Apr-99	1,285	50	3.89%	5.03%	-1.83
May-99	1,100	53	4.82%	5.58%	-1.07
Jun-99	1,155	52	4.50%	5.27%	-1.15
Jul-99	1,255	60	4.78%	5.85%	-1.58
Aug-99	1,317	72	5.47%	5.13%	0.54
Sep-99	1,278	58	4.54%	5.41%	-1.34
Oct-99	1,416	67	4.73%	5.16%	-0.71
Nov-99	1,259	66	5.24%	5.14%	0.16
Dec-99	1,196	54	4.52%	5.08%	-0.86
12 Mo. Total	15,862	792	4.99%	5.32%	

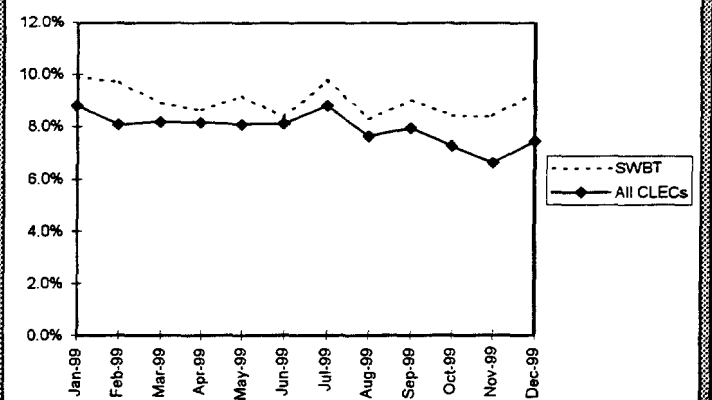


	Business				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	446	16	3.59%	3.15%	0.52
Feb-99	455	12	2.64%	3.53%	-1.01
Mar-99	491	11	2.24%	3.02%	-1.00
Apr-99	520	5	0.96%	2.77%	-2.45
May-99	398	5	1.26%	3.47%	-2.39
Jun-99	482	11	2.28%	3.34%	-1.27
Jul-99	393	10	2.54%	3.38%	-0.90
Aug-99	466	19	4.08%	3.65%	0.48
Sep-99	425	16	3.76%	3.01%	0.89
Oct-99	452	7	1.55%	2.96%	-1.75
Nov-99	364	8	2.20%	3.22%	-1.09
Dec-99	371	13	3.50%	2.73%	0.90
12 Mo. Total	5,263	133	2.53%	3.18%	

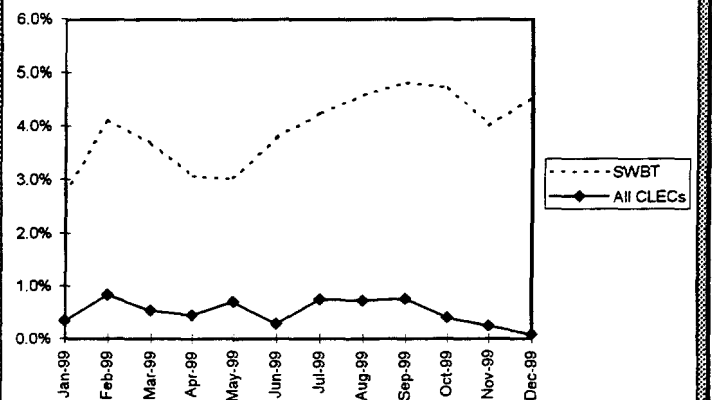


Percent Trouble Reports on N and T Orders within 10 days - No Field Work

	Residence					Z-Value
	All CLECs			SWBT % Trouble Reports		
	No. of Orders	# Trouble Reports	% Trouble Reports			
Jan-99	4,100	362	8.83%	9.94%	-2.21	
Feb-99	5,274	426	8.08%	9.71%	-3.73	
Mar-99	5,340	437	8.18%	8.91%	-1.74	
Apr-99	4,265	348	8.16%	8.65%	-1.07	
May-99	4,141	335	8.09%	9.19%	-2.31	
Jun-99	4,733	384	8.11%	8.37%	-0.61	
Jul-99	4,776	420	8.79%	9.78%	-2.15	
Aug-99	5,504	419	7.61%	8.30%	-1.74	
Sep-99	5,199	412	7.92%	9.03%	-2.60	
Oct-99	5,719	415	7.26%	8.44%	-2.99	
Nov-99	5,329	353	6.62%	8.42%	-4.43	
Dec-99	4,977	370	7.43%	9.32%	-4.29	
12 Mo. Total	59,357	4,681	7.89%	8.96%		

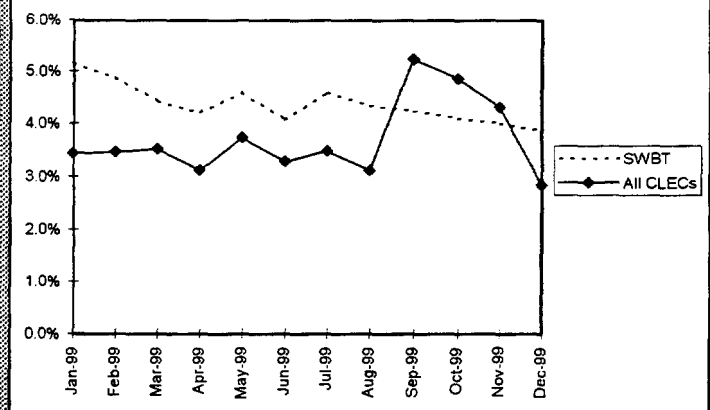


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	852	3	0.35%	2.74%	-4.22
Feb-99	1,309	11	0.84%	4.12%	-5.72
Mar-99	930	5	0.54%	3.67%	-4.98
Apr-99	1,337	6	0.45%	3.07%	-5.39
May-99	858	6	0.70%	3.02%	-3.85
Jun-99	1,057	3	0.28%	3.79%	-5.89
Jul-99	667	5	0.75%	4.25%	-4.38
Aug-99	1,096	8	0.73%	4.59%	-5.90
Sep-99	920	7	0.76%	4.81%	-5.55
Oct-99	1,247	5	0.40%	4.72%	-7.00
Nov-99	1,205	3	0.25%	4.02%	-6.54
Dec-99	1,250	1	0.08%	4.54%	-7.49
12 Mo. Total	12,728	63	0.49%	3.83%	

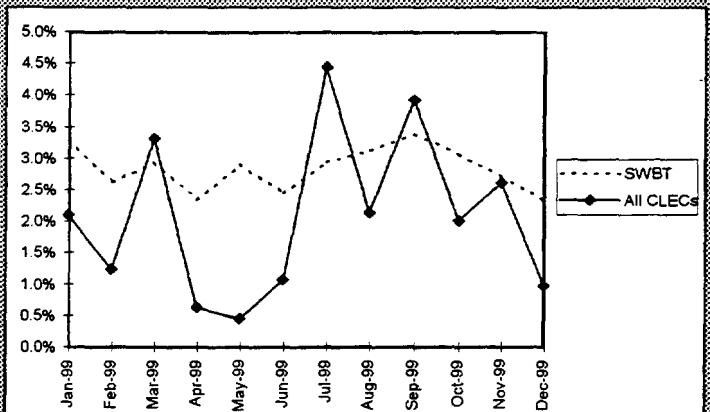


Percent Trouble Reports on N and T Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	378	13	3.44%	5.17%	-1.51
Feb-99	549	19	3.46%	4.88%	-1.53
Mar-99	568	20	3.52%	4.44%	-1.05
Apr-99	482	15	3.11%	4.22%	-1.19
May-99	348	13	3.74%	4.60%	-0.76
Jun-99	487	16	3.29%	4.08%	-0.87
Jul-99	488	17	3.48%	4.61%	-1.17
Aug-99	578	18	3.11%	4.35%	-1.44
Sep-99	535	28	5.23%	4.26%	1.09
Oct-99	473	23	4.86%	4.11%	0.81
Nov-99	487	21	4.31%	4.01%	0.33
Dec-99	493	14	2.84%	3.88%	-1.18
12 Mo. Total	5,866	217	3.70%	4.39%	

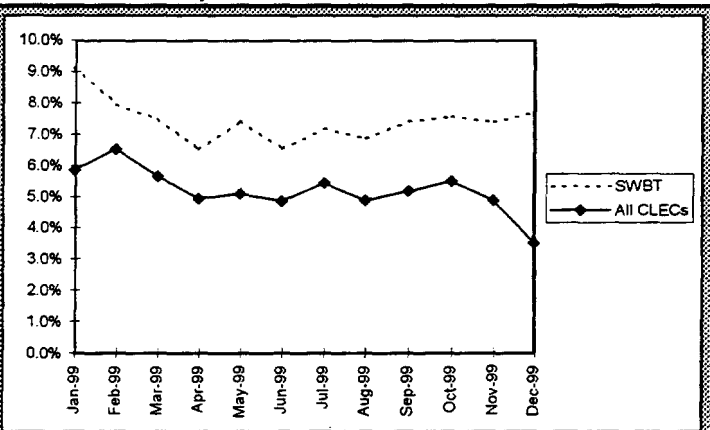


	Business				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	190	4	2.11%	3.29%	-0.90
Feb-99	242	3	1.24%	2.63%	-1.34
Mar-99	302	10	3.31%	2.94%	0.38
Apr-99	320	2	0.63%	2.34%	-2.02
May-99	223	1	0.45%	2.91%	-2.18
Jun-99	281	3	1.07%	2.45%	-1.49
Jul-99	180	8	4.44%	2.95%	1.16
Aug-99	234	5	2.14%	3.13%	-0.86
Sep-99	204	8	3.92%	3.40%	0.41
Oct-99	149	3	2.01%	3.07%	-0.74
Nov-99	229	6	2.62%	2.72%	-0.09
Dec-99	204	2	0.98%	2.34%	-1.27
12 Mo. Total	2,758	55	1.99%	2.85%	

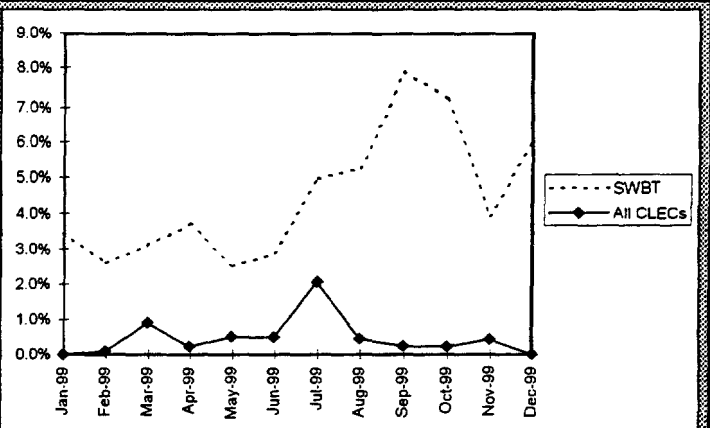


Percent Trouble Reports on N and T Orders within 10 days - No Field Work

	Residence				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	1,814	106	5.84%	9.12%	-4.69
Feb-99	2,322	151	6.50%	7.96%	-2.47
Mar-99	2,211	125	5.65%	7.50%	-3.17
Apr-99	1,807	89	4.93%	6.50%	-2.62
May-99	1,552	79	5.09%	7.44%	-3.43
Jun-99	1,983	96	4.84%	6.53%	-2.95
Jul-99	2,117	115	5.43%	7.20%	-3.03
Aug-99	2,465	120	4.87%	6.87%	-3.79
Sep-99	2,614	135	5.16%	7.42%	-4.23
Oct-99	2,406	132	5.49%	7.57%	-3.70
Nov-99	2,482	121	4.88%	7.39%	-4.61
Dec-99	2,827	99	3.50%	7.70%	-8.09
12 Mo. Total	26,600	1,368	5.14%	7.41%	

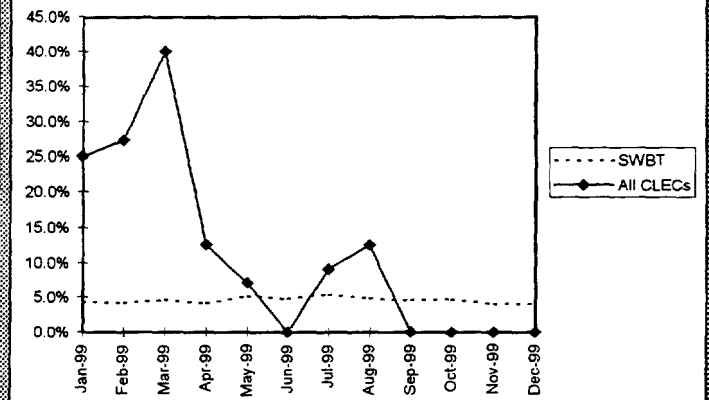


	Business				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	893	0	0.00%	3.46%	-5.62
Feb-99	1,115	1	0.09%	2.62%	-5.22
Mar-99	1,427	13	0.91%	3.11%	-4.31
Apr-99	1,317	3	0.23%	3.73%	-6.52
May-99	758	4	0.53%	2.53%	-3.39
Jun-99	792	4	0.51%	2.89%	-3.88
Jul-99	770	16	2.08%	4.98%	-3.41
Aug-99	636	3	0.47%	5.25%	-5.27
Sep-99	405	1	0.25%	7.86%	-5.61
Oct-99	416	1	0.24%	7.19%	-5.41
Nov-99	658	3	0.46%	3.93%	-4.45
Dec-99	426	0	0.00%	6.00%	-5.17
12 Mo. Total	9,613	49	0.51%	4.15%	

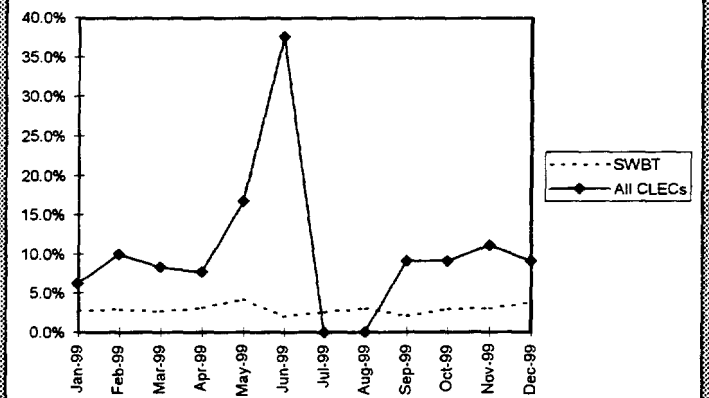


Percent Trouble Reports on C Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	8	2	25.00%	4.45%	Base < 10
Feb-99	11	3	27.27%	4.34%	3.01
Mar-99	5	2	40.00%	4.72%	Base < 10
Apr-99	8	1	12.50%	4.21%	Base < 10
May-99	14	1	7.14%	5.20%	0.29
Jun-99	7	0	0.00%	4.87%	Base < 10
Jul-99	11	1	9.09%	5.46%	0.81
Aug-99	8	1	12.50%	4.83%	Base < 10
Sep-99	10	0	0.00%	4.56%	-0.92
Oct-99	7	0	0.00%	4.80%	Base < 10
Nov-99	8	0	0.00%	4.01%	Base < 10
Dec-99	3	0	0.00%	4.09%	Base < 10
12 Mo. Total	100	11	11.00%	4.63%	

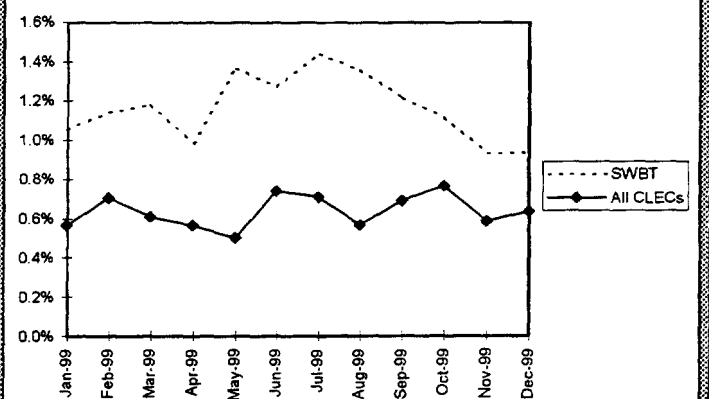


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	16	1	6.25%	2.79%	0.82
Feb-99	10	1	10.00%	2.99%	1.28
Mar-99	12	1	8.33%	2.74%	1.16
Apr-99	13	1	7.69%	3.16%	0.92
May-99	12	2	16.67%	4.31%	2.05
Jun-99	8	3	37.50%	2.11%	Base < 10
Jul-99	10	0	0.00%	2.67%	-0.52
Aug-99	7	0	0.00%	3.11%	Base < 10
Sep-99	11	1	9.09%	2.18%	1.53
Oct-99	11	1	9.09%	3.05%	1.14
Nov-99	9	1	11.11%	3.15%	Base < 10
Dec-99	11	1	9.09%	3.95%	0.86
12 Mo. Total	130	13	10.00%	2.99%	

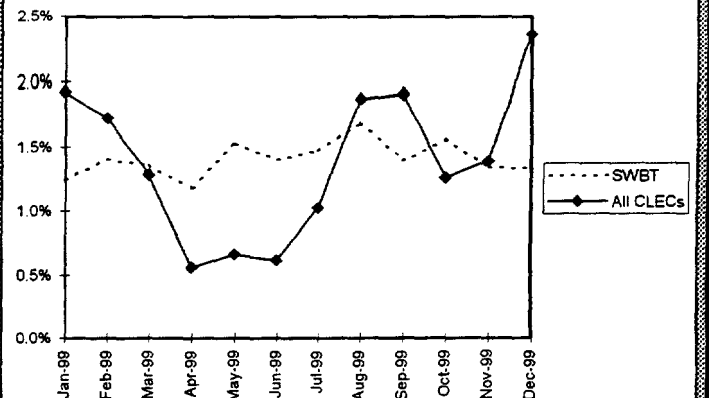


Percent Trouble Reports on C Orders within 10 days - No Field Work

	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	7,098	40	0.56%	1.06%	-4.01
Feb-99	6,973	49	0.70%	1.14%	-3.40
Mar-99	7,063	43	0.61%	1.18%	-4.41
Apr-99	7,991	45	0.56%	0.98%	-3.75
May-99	25,384	127	0.50%	1.37%	-11.47
Jun-99	11,355	84	0.74%	1.27%	-4.95
Jul-99	7,206	51	0.71%	1.44%	-5.16
Aug-99	7,066	40	0.57%	1.36%	-5.69
Sep-99	6,832	47	0.69%	1.22%	-3.94
Oct-99	6,809	52	0.76%	1.12%	-2.74
Nov-99	7,521	44	0.59%	0.93%	-3.09
Dec-99	7,893	50	0.63%	0.94%	-2.76
12 Mo. Total	109,191	672	0.62%	1.17%	

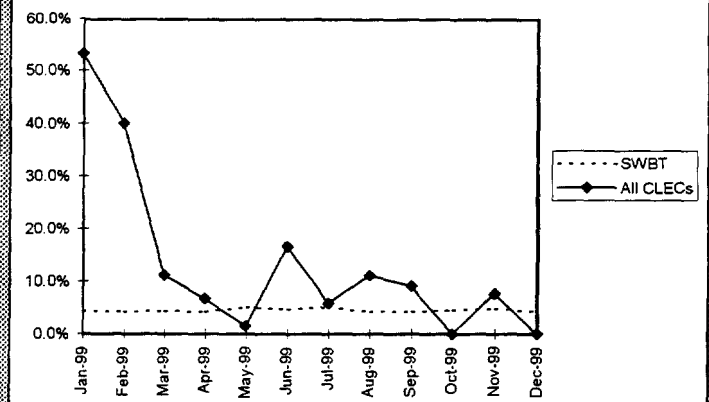


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	516	10	1.94%	1.25%	1.37
Feb-99	699	12	1.72%	1.41%	0.68
Mar-99	938	12	1.28%	1.36%	-0.20
Apr-99	1,255	7	0.56%	1.18%	-2.02
May-99	6,198	41	0.66%	1.53%	-5.27
Jun-99	3,764	23	0.61%	1.40%	-3.98
Jul-99	1,562	16	1.02%	1.47%	-1.44
Aug-99	1,330	25	1.88%	1.68%	0.54
Sep-99	734	14	1.91%	1.39%	1.18
Oct-99	717	9	1.26%	1.56%	-0.65
Nov-99	1,010	14	1.39%	1.33%	0.14
Dec-99	727	17	2.34%	1.33%	2.32
12 Mo. Total	19,450	200	1.03%	1.42%	

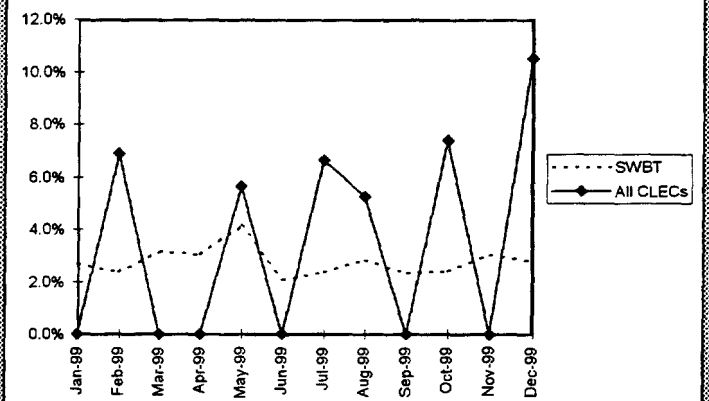


Percent Trouble Reports on C Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	15	8	53.33%	4.46%	9.00
Feb-99	15	6	40.00%	4.33%	6.29
Mar-99	18	2	11.11%	4.48%	1.41
Apr-99	15	1	6.67%	4.29%	0.43
May-99	67	1	1.49%	5.18%	-1.34
Jun-99	12	2	16.67%	4.77%	2.80
Jul-99	17	1	5.88%	5.29%	0.17
Aug-99	9	1	11.11%	4.36%	Base < 10
Sep-99	11	1	9.09%	4.37%	1.01
Oct-99	11	0	0.00%	4.70%	-1.02
Nov-99	13	1	7.69%	4.88%	0.73
Dec-99	8	0	0.00%	4.41%	Base < 10
12 Mo. Total	211	24	11.37%	4.62%	

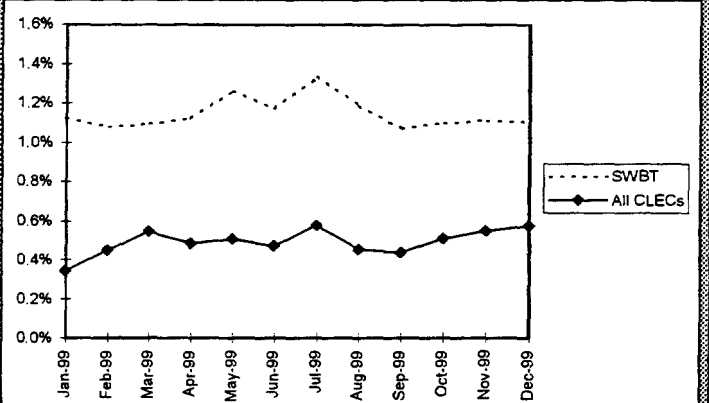


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	22	0	0.00%	2.72%	-0.78
Feb-99	29	2	6.90%	2.39%	1.54
Mar-99	32	0	0.00%	3.18%	-1.03
Apr-99	27	0	0.00%	3.06%	-0.92
May-99	53	3	5.66%	4.17%	0.53
Jun-99	17	0	0.00%	2.12%	-0.61
Jul-99	30	2	6.67%	2.42%	1.47
Aug-99	19	1	5.26%	2.88%	0.62
Sep-99	18	0	0.00%	2.36%	-0.66
Oct-99	27	2	7.41%	2.45%	1.62
Nov-99	24	0	0.00%	3.06%	-0.87
Dec-99	19	2	10.53%	2.81%	1.98
12 Mo. Total	317	12	3.79%	2.79%	

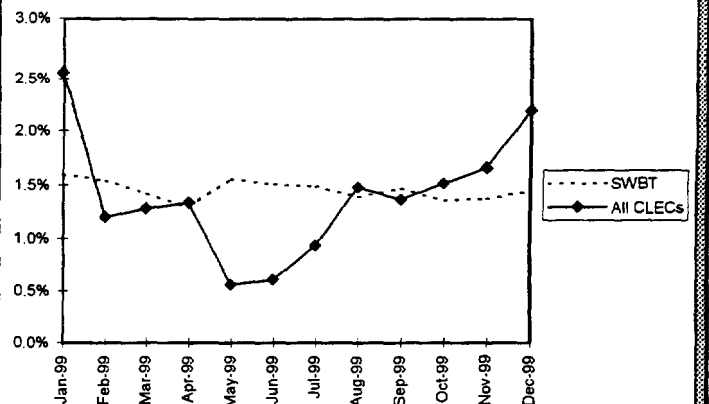


Percent Trouble Reports on C Orders within 10 days - No Field Work

	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	13,669	47	0.34%	1.13%	-8.61
Feb-99	13,356	60	0.45%	1.08%	-6.98
Mar-99	12,865	70	0.54%	1.09%	-5.93
Apr-99	14,858	72	0.48%	1.12%	-7.31
May-99	36,266	183	0.50%	1.26%	-12.57
Jun-99	18,485	87	0.47%	1.17%	-8.73
Jul-99	17,192	99	0.58%	1.33%	-8.54
Aug-99	15,378	70	0.46%	1.19%	-8.28
Sep-99	15,998	70	0.44%	1.07%	-7.69
Oct-99	15,344	78	0.51%	1.10%	-6.94
Nov-99	16,647	91	0.55%	1.11%	-6.84
Dec-99	16,901	97	0.57%	1.10%	-6.48
12 Mo. Total	206,959	1,024	0.49%	1.15%	

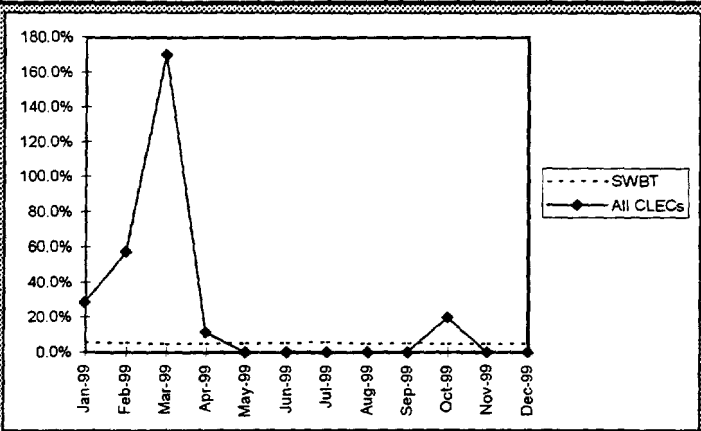


	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Jan-99	938	24	2.56%	1.61%	2.26
Feb-99	1,082	13	1.20%	1.55%	-0.91
Mar-99	1,410	18	1.28%	1.42%	-0.45
Apr-99	1,125	15	1.33%	1.29%	0.11
May-99	9,100	51	0.56%	1.57%	-7.38
Jun-99	3,594	22	0.61%	1.51%	-4.33
Jul-99	2,149	20	0.93%	1.50%	-2.12
Aug-99	1,415	21	1.48%	1.40%	0.28
Sep-99	1,173	16	1.36%	1.47%	-0.31
Oct-99	1,382	21	1.52%	1.35%	0.52
Nov-99	1,445	24	1.66%	1.37%	0.92
Dec-99	1,057	23	2.18%	1.45%	1.94
12 Mo. Total	25,870	268	1.04%	1.45%	

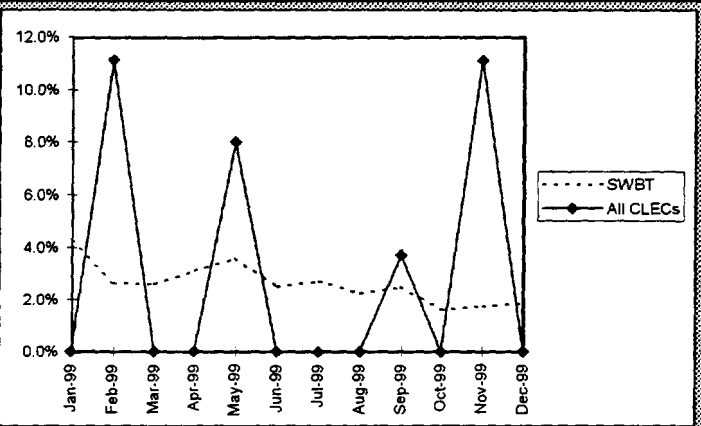


Percent Trouble Reports on C Orders within 10 days - Field Work

Measurement No. 35	Residence				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	35	10	28.57%	5.66%	5.47
Feb-99	14	8	57.14%	5.33%	7.48
Mar-99	10	17	170.00%	5.19%	22.37
Apr-99	18	2	11.11%	5.03%	1.07
May-99	33	0	0.00%	5.58%	-1.34
Jun-99	9	0	0.00%	5.27%	Base < 10
Jul-99	8	0	0.00%	5.85%	Base < 10
Aug-99	6	0	0.00%	5.13%	Base < 10
Sep-99	9	0	0.00%	5.41%	Base < 10
Oct-99	10	2	20.00%	5.16%	2.89
Nov-99	7	0	0.00%	5.14%	Base < 10
Dec-99	13	0	0.00%	5.08%	-1.19
12 Mo. Total	172	39	22.67%	5.32%	

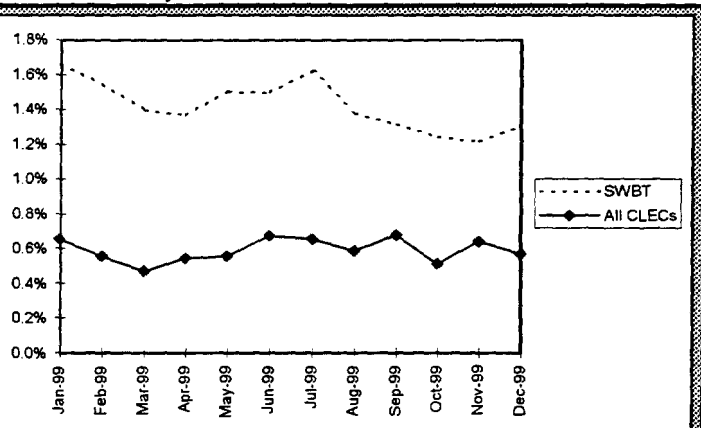


	Business				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	17	0	0.00%	4.28%	-0.87
Feb-99	18	2	11.11%	2.65%	2.20
Mar-99	14	0	0.00%	2.60%	-0.61
Apr-99	14	0	0.00%	3.14%	-0.67
May-99	25	2	8.00%	3.59%	1.17
Jun-99	18	0	0.00%	2.51%	-0.68
Jul-99	13	0	0.00%	2.72%	-0.60
Aug-99	13	0	0.00%	2.26%	-0.55
Sep-99	27	1	3.70%	2.49%	0.40
Oct-99	25	0	0.00%	1.64%	-0.65
Nov-99	18	2	11.11%	1.75%	2.95
Dec-99	10	0	0.00%	1.88%	-0.44
12 Mo. Total	212	7	3.30%	2.60%	

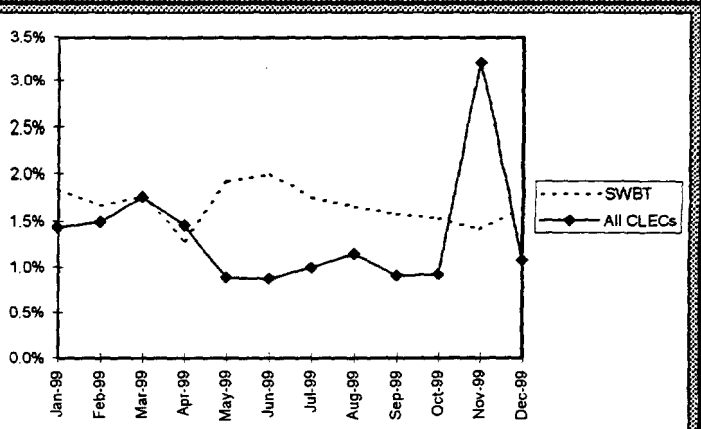


Percent Trouble Reports on C Orders within 10 days - No Field Work

	Residence				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	12,223	80	0.65%	1.66%	-8.61
Feb-99	13,346	74	0.55%	1.55%	-9.20
Mar-99	14,268	67	0.47%	1.40%	-9.37
Apr-99	14,489	79	0.55%	1.37%	-8.45
May-99	33,832	188	0.56%	1.50%	-13.99
Jun-99	16,920	114	0.67%	1.50%	-8.69
Jul-99	15,232	100	0.66%	1.62%	-9.34
Aug-99	16,030	94	0.59%	1.38%	-8.50
Sep-99	14,489	98	0.68%	1.32%	-6.68
Oct-99	23,355	119	0.51%	1.24%	-9.92
Nov-99	16,561	106	0.64%	1.22%	-6.66
Dec-99	16,334	93	0.57%	1.31%	-8.18
12 Mo. Total	207,079	1,212	0.59%	1.42%	

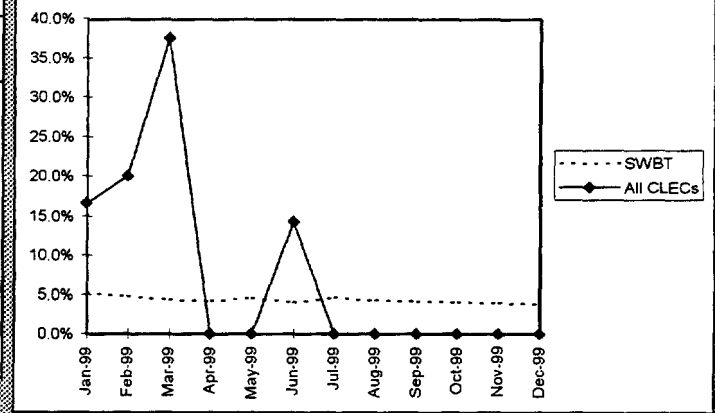


	Business				
	All CLECs			SWBT % Trouble Reports	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports		
Jan-99	626	9	1.44%	1.86%	-0.77
Feb-99	669	10	1.49%	1.68%	-0.37
Mar-99	681	12	1.76%	1.78%	-0.04
Apr-99	962	14	1.46%	1.29%	0.44
May-99	7,136	63	0.88%	1.92%	-6.14
Jun-99	5,407	47	0.87%	2.00%	-5.77
Jul-99	2,102	21	1.00%	1.77%	-2.63
Aug-99	1,825	21	1.15%	1.66%	-1.69
Sep-99	1,439	13	0.90%	1.58%	-2.05
Oct-99	1,519	14	0.92%	1.53%	-1.92
Nov-99	1,368	44	3.22%	1.42%	5.45
Dec-99	1,111	12	1.08%	1.65%	-1.49
12 Mo. Total	24,845	280	1.13%	1.67%	

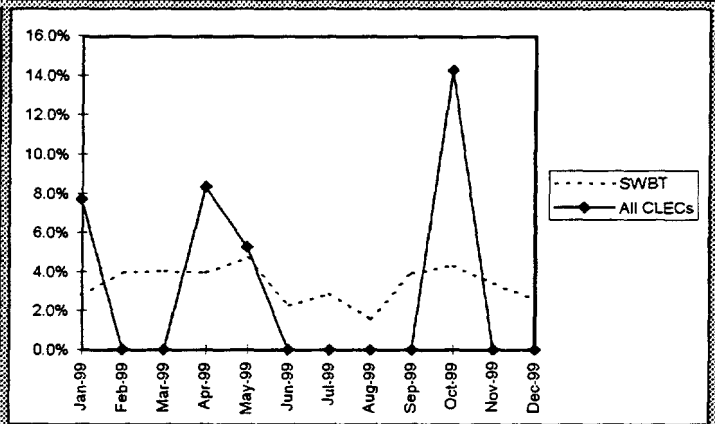


Percent Trouble Reports on C Orders within 10 days - Field Work

Measurement No. 35	Residence				
	No. of Orders	# Trouble Reports	% Trouble Reports	SWBT % Trouble Reports	Z-Value
Jan-99	6	1	16.67%	5.17%	Base < 10
Feb-99	10	2	20.00%	4.88%	1.71
Mar-99	8	3	37.50%	4.44%	Base < 10
Apr-99	5	0	0.00%	4.22%	Base < 10
May-99	6	0	0.00%	4.60%	Base < 10
Jun-99	7	1	14.29%	4.08%	Base < 10
Jul-99	5	0	0.00%	4.61%	Base < 10
Aug-99	5	0	0.00%	4.35%	Base < 10
Sep-99	9	0	0.00%	4.26%	Base < 10
Oct-99	1	0	0.00%	4.11%	Base < 10
Nov-99	3	0	0.00%	4.01%	Base < 10
Dec-99	3	0	0.00%	3.88%	Base < 10
12 Mo. Total	68	7	10.29%	4.39%	

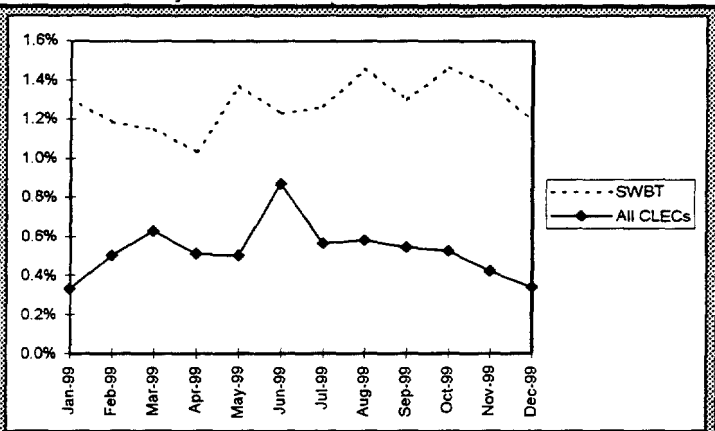


Measurement No. 35	Business				
	No. of Orders	# Trouble Reports	% Trouble Reports	SWBT % Trouble Reports	Z-Value
Jan-99	13	1	7.69%	2.85%	1.02
Feb-99	17	0	0.00%	4.00%	-0.84
Mar-99	8	0	0.00%	4.07%	Base < 10
Apr-99	12	1	8.33%	3.99%	0.76
May-99	19	1	5.26%	4.72%	0.11
Jun-99	8	0	0.00%	2.30%	Base < 10
Jul-99	5	0	0.00%	2.91%	Base < 10
Aug-99	11	0	0.00%	1.60%	-0.42
Sep-99	6	0	0.00%	3.96%	Base < 10
Oct-99	7	1	14.29%	4.34%	Base < 10
Nov-99	5	0	0.00%	3.44%	Base < 10
Dec-99	4	0	0.00%	2.61%	Base < 10
12 Mo. Total	115	4	3.48%	3.41%	

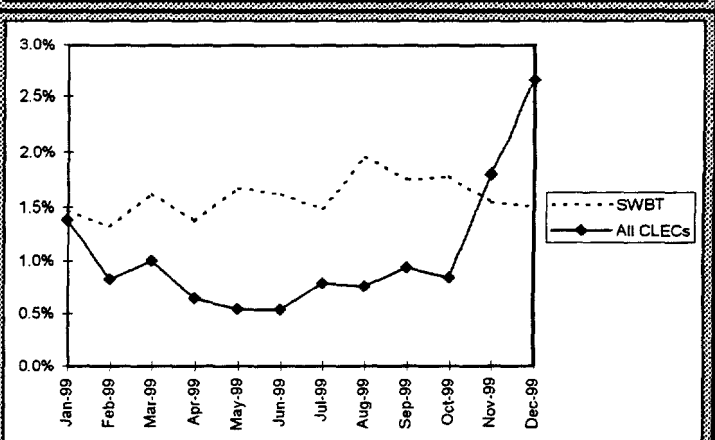


Percent Trouble Reports on C Orders within 10 days - No Field Work

Measurement No. 35	Residence				
	No. of Orders	# Trouble Reports	% Trouble Reports	SWBT % Trouble Reports	Z-Value
Jan-99	5,159	17	0.33%	1.30%	-6.14
Feb-99	5,416	27	0.50%	1.18%	-4.62
Mar-99	5,263	33	0.63%	1.15%	-3.52
Apr-99	5,709	29	0.51%	1.03%	-3.89
May-99	17,211	86	0.50%	1.37%	-9.58
Jun-99	8,993	78	0.87%	1.23%	-3.06
Jul-99	5,149	29	0.56%	1.26%	-4.46
Aug-99	5,179	30	0.58%	1.46%	-5.23
Sep-99	5,510	30	0.54%	1.29%	-4.89
Oct-99	5,920	31	0.52%	1.46%	-5.97
Nov-99	5,665	24	0.42%	1.38%	-6.12
Dec-99	7,059	24	0.34%	1.18%	-6.51
12 Mo. Total	82,233	438	0.53%	1.27%	

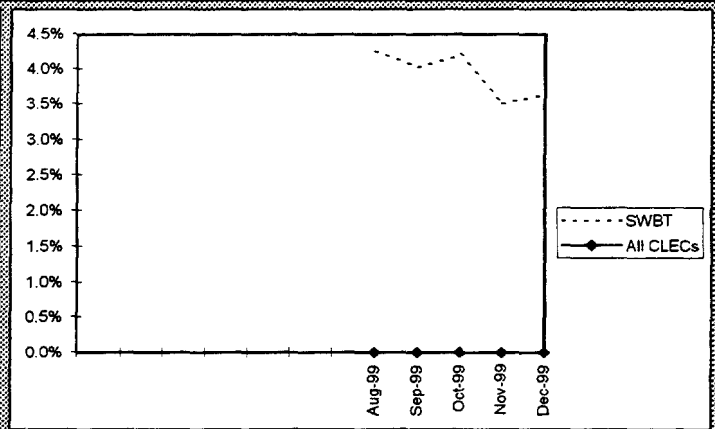


Measurement No. 35	Business				
	No. of Orders	# Trouble Reports	% Trouble Reports	SWBT % Trouble Reports	Z-Value
Jan-99	789	11	1.39%	1.48%	-0.20
Feb-99	729	6	0.82%	1.33%	-1.18
Mar-99	1,005	10	1.00%	1.62%	-1.55
Apr-99	927	6	0.65%	1.38%	-1.89
May-99	4,065	22	0.54%	1.69%	-5.50
Jun-99	5,022	27	0.54%	1.62%	-5.89
Jul-99	1,394	11	0.79%	1.49%	-2.12
Aug-99	1,189	9	0.76%	1.96%	-2.96
Sep-99	1,069	10	0.94%	1.77%	-2.04
Oct-99	950	8	0.84%	1.79%	-2.19
Nov-99	830	15	1.81%	1.55%	0.59
Dec-99	529	14	2.65%	1.50%	2.12
12 Mo. Total	18,498	149	0.81%	1.62%	

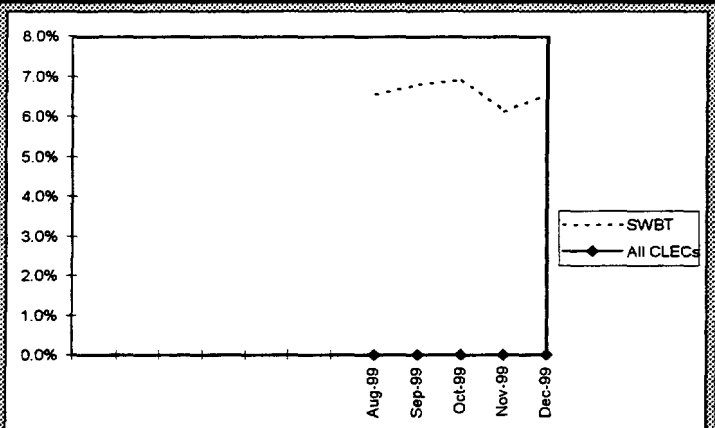


Percent Trouble Reports on N and T Orders within 10 days

Measurement No 35	Field Work				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	0	0	n/a	4.26%	Base < 10
Sep-99	0	0	n/a	4.03%	Base < 10
Oct-99	0	0	n/a	4.19%	Base < 10
Nov-99	0	0	n/a	3.51%	Base < 10
Dec-99	0	0	n/a	3.63%	Base < 10
12 Mo. Total	0	0	n/a	3.95%	

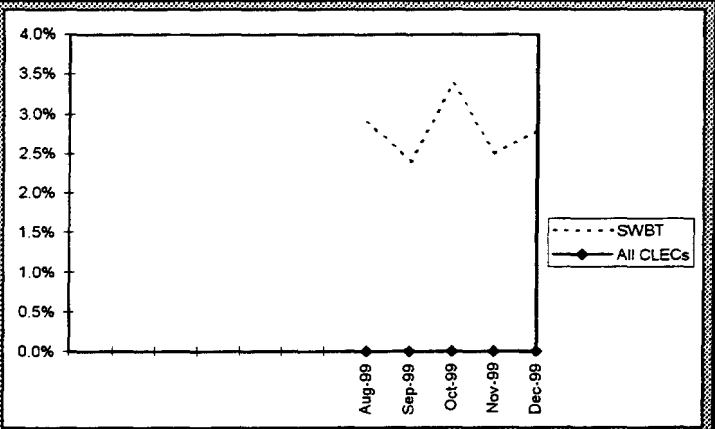


	No Field Work				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	1	0	0.00%	6.56%	Base < 10
Sep-99	0	0	n/a	6.80%	Base < 10
Oct-99	0	0	n/a	6.93%	Base < 10
Nov-99	0	0	n/a	6.12%	Base < 10
Dec-99	0	0	n/a	6.55%	Base < 10
12 Mo. Total	1	0	0.00%	6.60%	

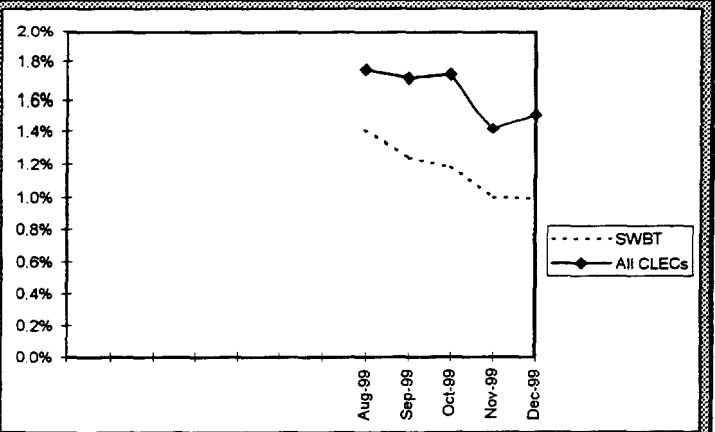


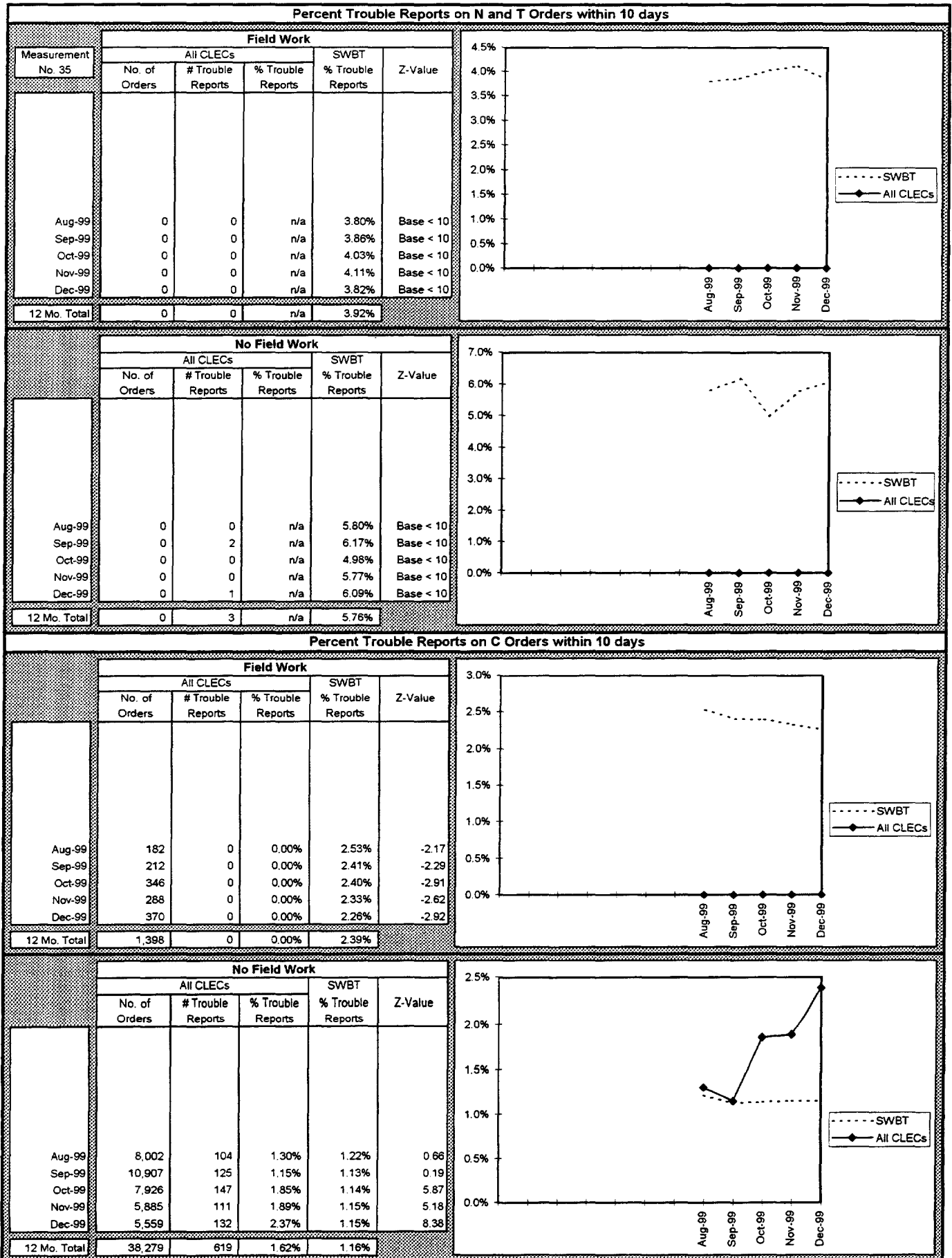
Percent Trouble Reports on C Orders within 10 days

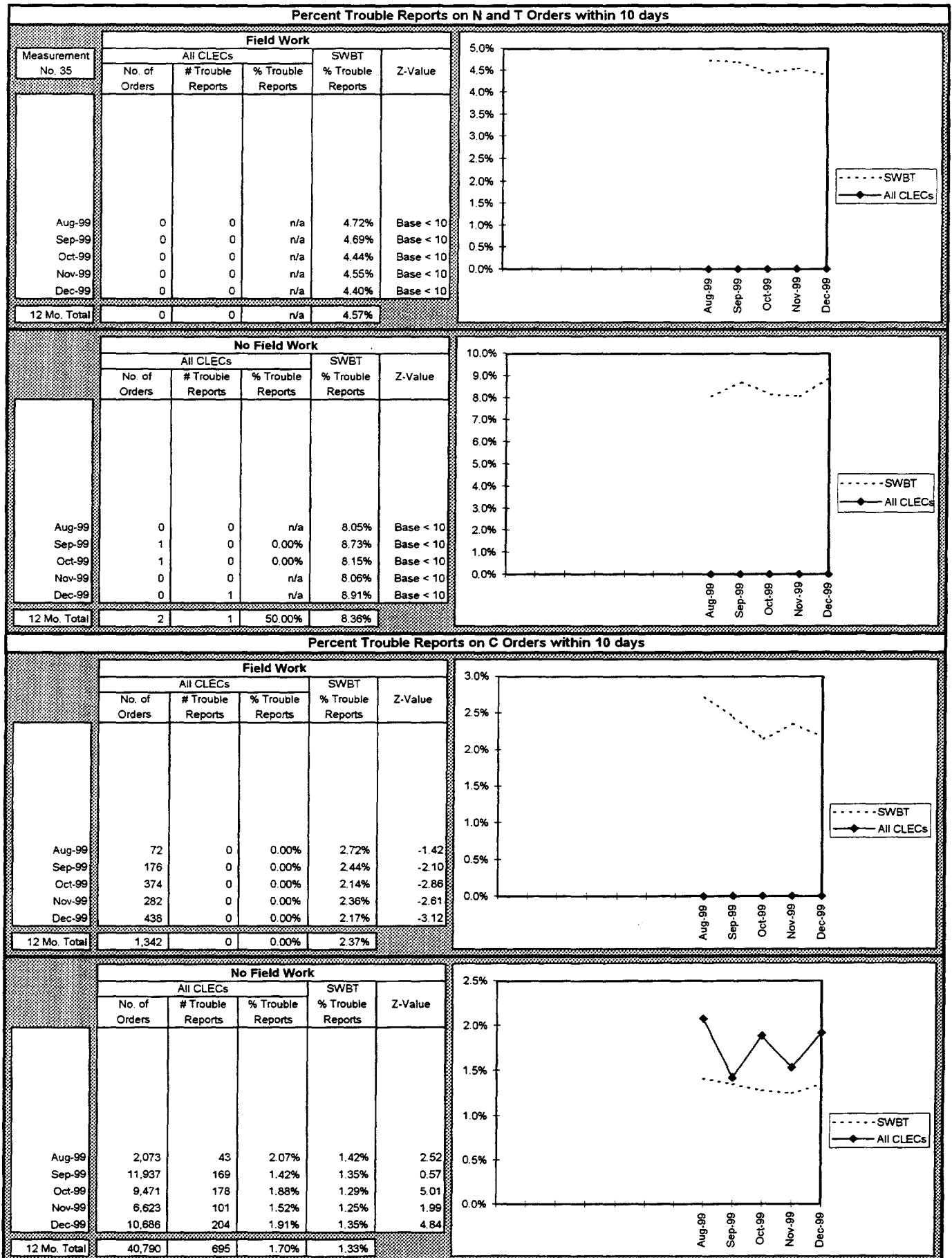
	Field Work				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	47	0	0.00%	2.91%	-1.19
Sep-99	119	0	0.00%	2.40%	-1.71
Oct-99	179	0	0.00%	3.38%	-2.50
Nov-99	245	0	0.00%	2.50%	-2.50
Dec-99	228	0	0.00%	2.79%	-2.55
12 Mo. Total	818	0	0.00%	2.79%	

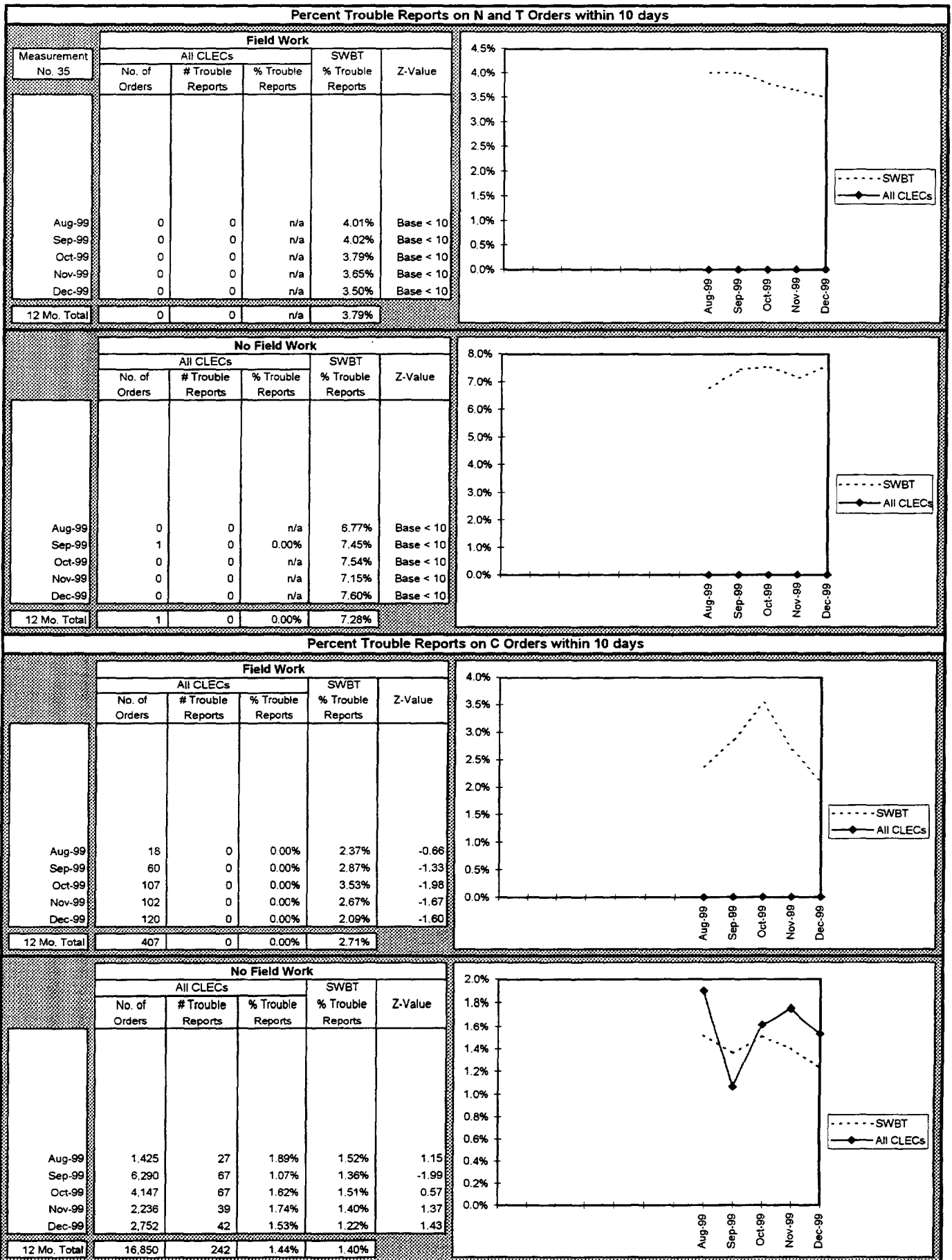


	No Field Work				
	All CLECs			SWBT	Z-Value
	No. of Orders	# Trouble Reports	% Trouble Reports	% Trouble Reports	
Aug-99	1,600	28	1.75%	1.41%	1.15
Sep-99	7,816	133	1.70%	1.24%	3.55
Oct-99	5,634	97	1.72%	1.19%	3.63
Nov-99	3,382	48	1.42%	1.00%	2.42
Dec-99	4,170	63	1.51%	0.99%	3.30
12 Mo. Total	22,602	369	1.63%	1.17%	



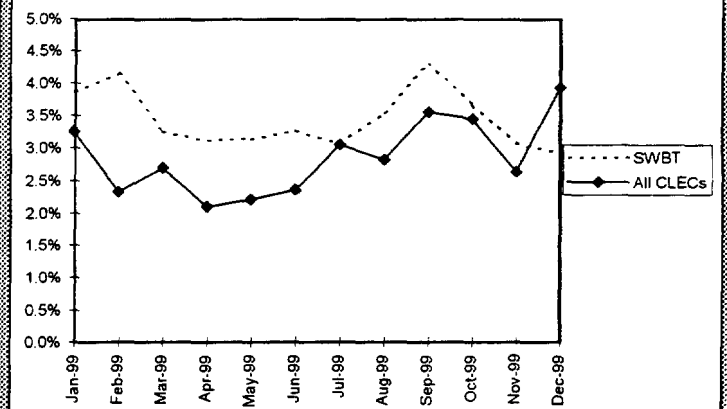




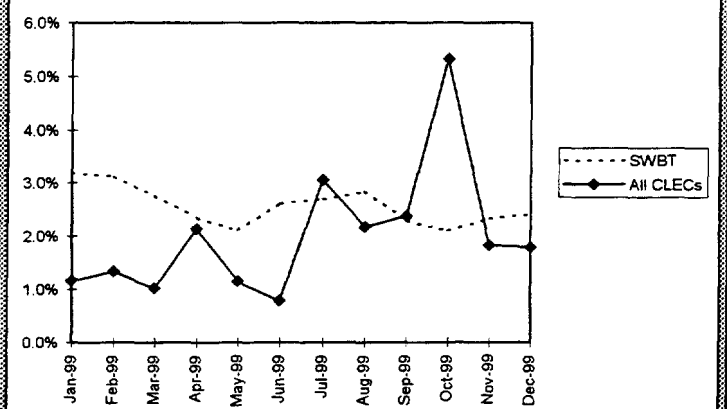


Percent No Access (% N,T,C Orders with Status of No Access) - Field Work

Measurement No. 36	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# No Access	% No Access	% No Access	
Jan-99	737	24	3.26%	3.87%	-0.85
Feb-99	906	21	2.32%	4.15%	-2.72
Mar-99	1,042	28	2.69%	3.26%	-1.01
Apr-99	813	17	2.09%	3.12%	-1.66
May-99	727	16	2.20%	3.13%	-1.42
Jun-99	810	19	2.35%	3.26%	-1.45
Jul-99	917	28	3.05%	3.07%	-0.03
Aug-99	959	27	2.82%	3.54%	-1.19
Sep-99	873	31	3.55%	4.30%	-1.08
Oct-99	726	25	3.44%	3.66%	-0.30
Nov-99	721	19	2.64%	3.07%	-0.67
Dec-99	765	30	3.92%	2.93%	1.58
12 Mo. Total	9,996	285	2.85%	3.46%	



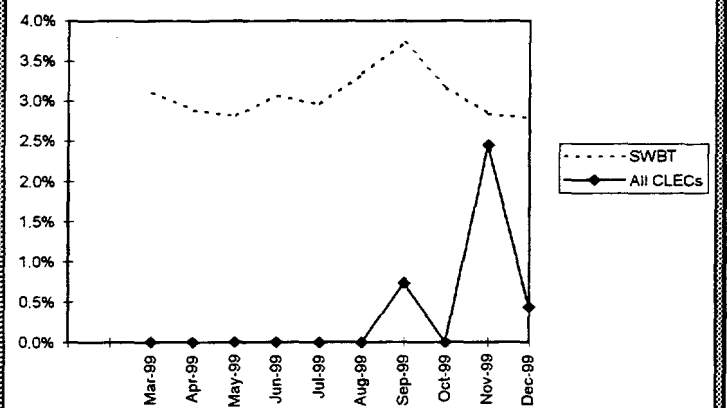
Measurement No. 36	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# No Access	% No Access	% No Access	
Jan-99	258	3	1.16%	3.21%	-1.85
Feb-99	298	4	1.34%	3.14%	-1.76
Mar-99	291	3	1.03%	2.77%	-1.79
Apr-99	326	7	2.15%	2.36%	-0.25
May-99	260	3	1.15%	2.12%	-1.07
Jun-99	255	2	0.78%	2.63%	-1.83
Jul-99	326	10	3.07%	2.71%	0.39
Aug-99	321	7	2.18%	2.85%	-0.71
Sep-99	294	7	2.38%	2.30%	0.09
Oct-99	244	13	5.33%	2.13%	3.33
Nov-99	218	4	1.83%	2.35%	-0.50
Dec-99	222	4	1.80%	2.43%	-0.60
12 Mo. Total	3,313	67	2.02%	2.59%	

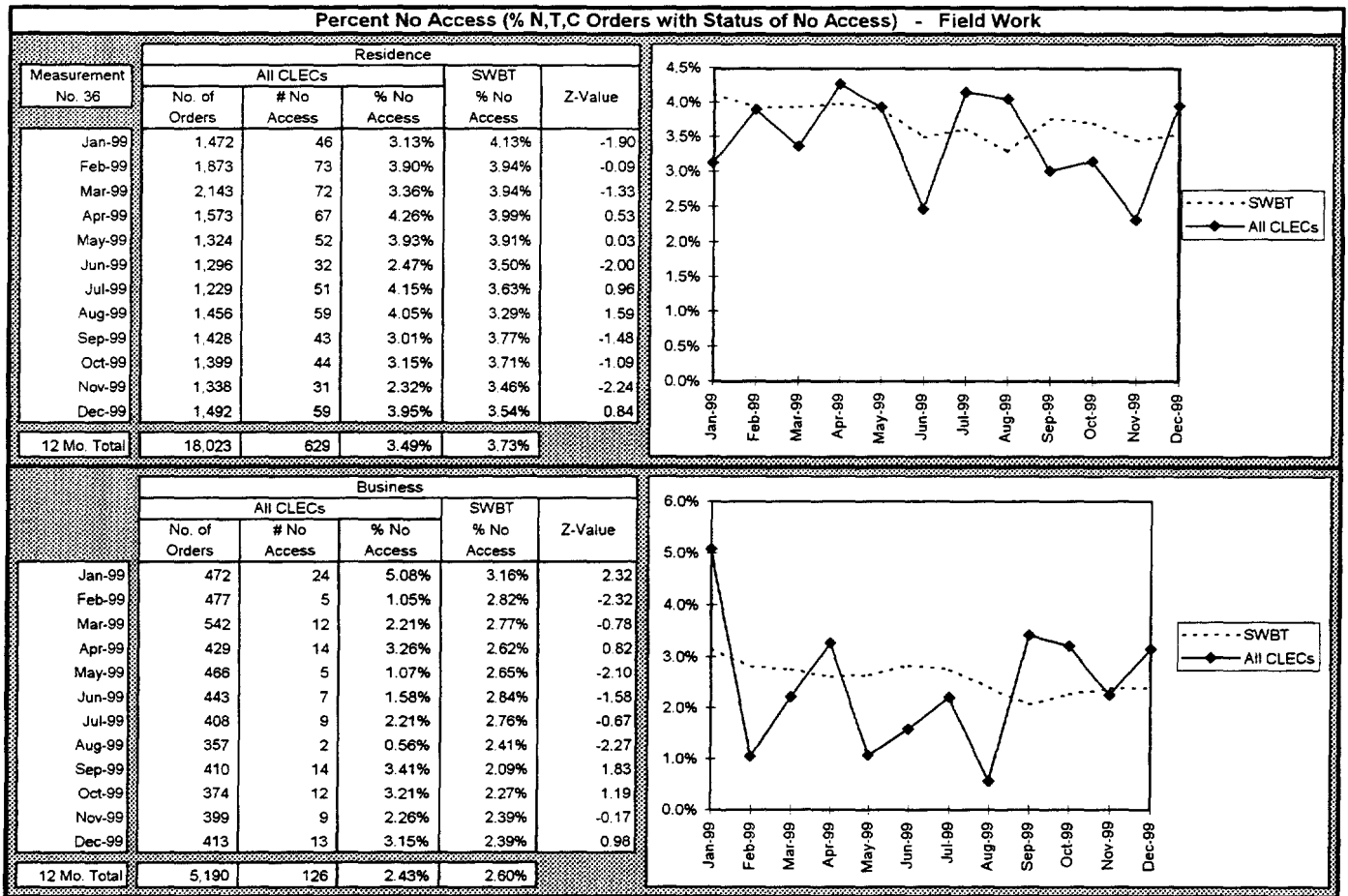


Provisioning - UNE Loop and Port Combinations

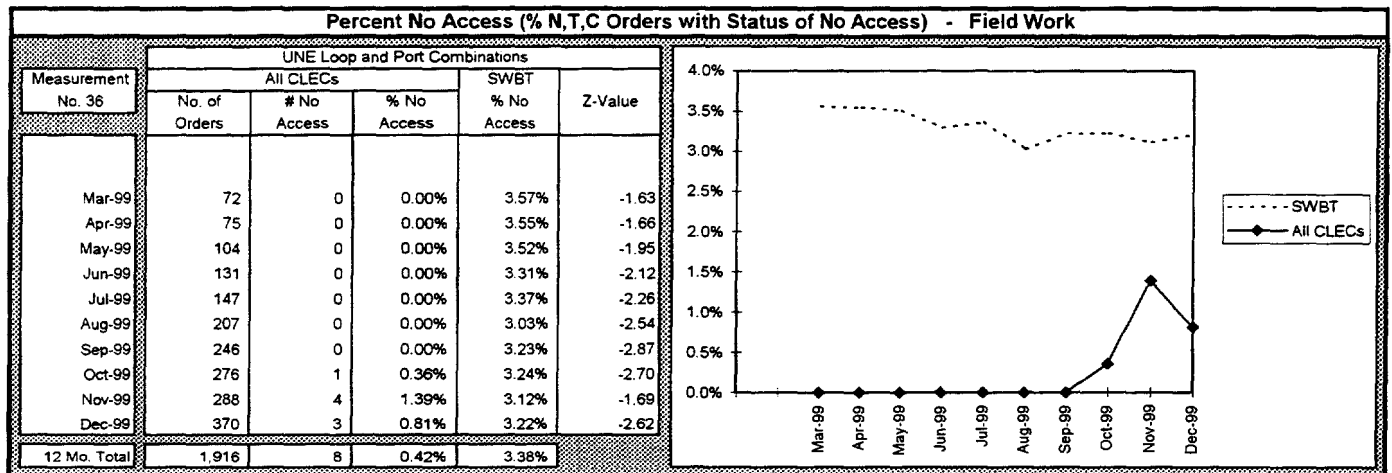
Percent No Access (% N,T,C Orders with Status of No Access) - Field Work

Measurement No. 36	UNE Loop and Port Combinations				
	All CLECs			SWBT	Z-Value
	No. of Orders	# No Access	% No Access	% No Access	
Mar-99	0	0	n/a	3.11%	Base < 10
Apr-99	1	0	0.00%	2.89%	Base < 10
May-99	8	0	0.00%	2.82%	Base < 10
Jun-99	16	0	0.00%	3.08%	-0.71
Jul-99	35	0	0.00%	2.96%	-1.03
Aug-99	55	0	0.00%	3.35%	-1.38
Sep-99	136	1	0.74%	3.73%	-1.84
Oct-99	149	0	0.00%	3.16%	-2.21
Nov-99	245	6	2.45%	2.85%	-0.37
Dec-99	228	1	0.44%	2.80%	-2.16
12 Mo. Total	873	8	0.92%	3.20%	



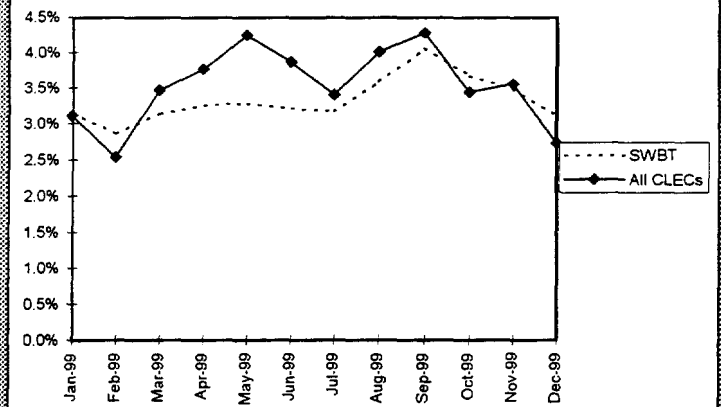


Provisioning - UNE Loop and Port Combinations

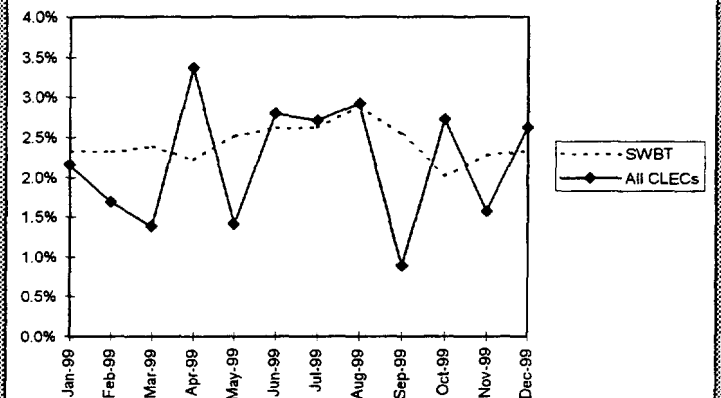


Percent No Access (% N,T,C Orders with Status of No Access) - Field Work

Measurement No. 36	Residence				
	All CLECs			SWBT	Z-Value
	No. of Orders	# No Access	% No Access	% No Access	
Jan-99	1,286	40	3.11%	3.15%	-0.08
Feb-99	1,615	41	2.54%	2.87%	-0.77
Mar-99	1,759	61	3.47%	3.15%	0.73
Apr-99	1,303	49	3.76%	3.27%	0.97
May-99	1,133	48	4.24%	3.29%	1.74
Jun-99	1,164	45	3.87%	3.22%	1.22
Jul-99	1,263	43	3.40%	3.18%	0.45
Aug-99	1,323	53	4.01%	3.59%	0.79
Sep-99	1,287	55	4.27%	4.06%	0.38
Oct-99	1,426	49	3.44%	3.67%	-0.46
Nov-99	1,266	45	3.55%	3.50%	0.11
Dec-99	1,209	33	2.73%	3.11%	-0.74
12 Mo. Total	16,034	562	3.51%	3.34%	



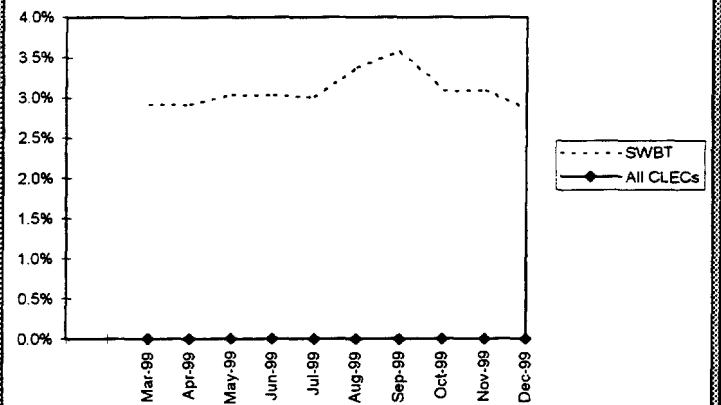
Measurement No. 36	Business				
	All CLECs			SWBT	Z-Value
	No. of Orders	# No Access	% No Access	% No Access	
Jan-99	463	10	2.16%	2.33%	-0.24
Feb-99	473	8	1.69%	2.33%	-0.90
Mar-99	505	7	1.39%	2.39%	-1.46
Apr-99	534	18	3.37%	2.23%	1.74
May-99	423	6	1.42%	2.53%	-1.44
Jun-99	500	14	2.80%	2.63%	0.24
Jul-99	406	11	2.71%	2.63%	0.10
Aug-99	479	14	2.92%	2.89%	0.04
Sep-99	452	4	0.88%	2.54%	-2.22
Oct-99	477	13	2.73%	2.02%	1.06
Nov-99	382	6	1.57%	2.29%	-0.92
Dec-99	381	10	2.62%	2.33%	0.37
12 Mo. Total	5,475	121	2.21%	2.43%	



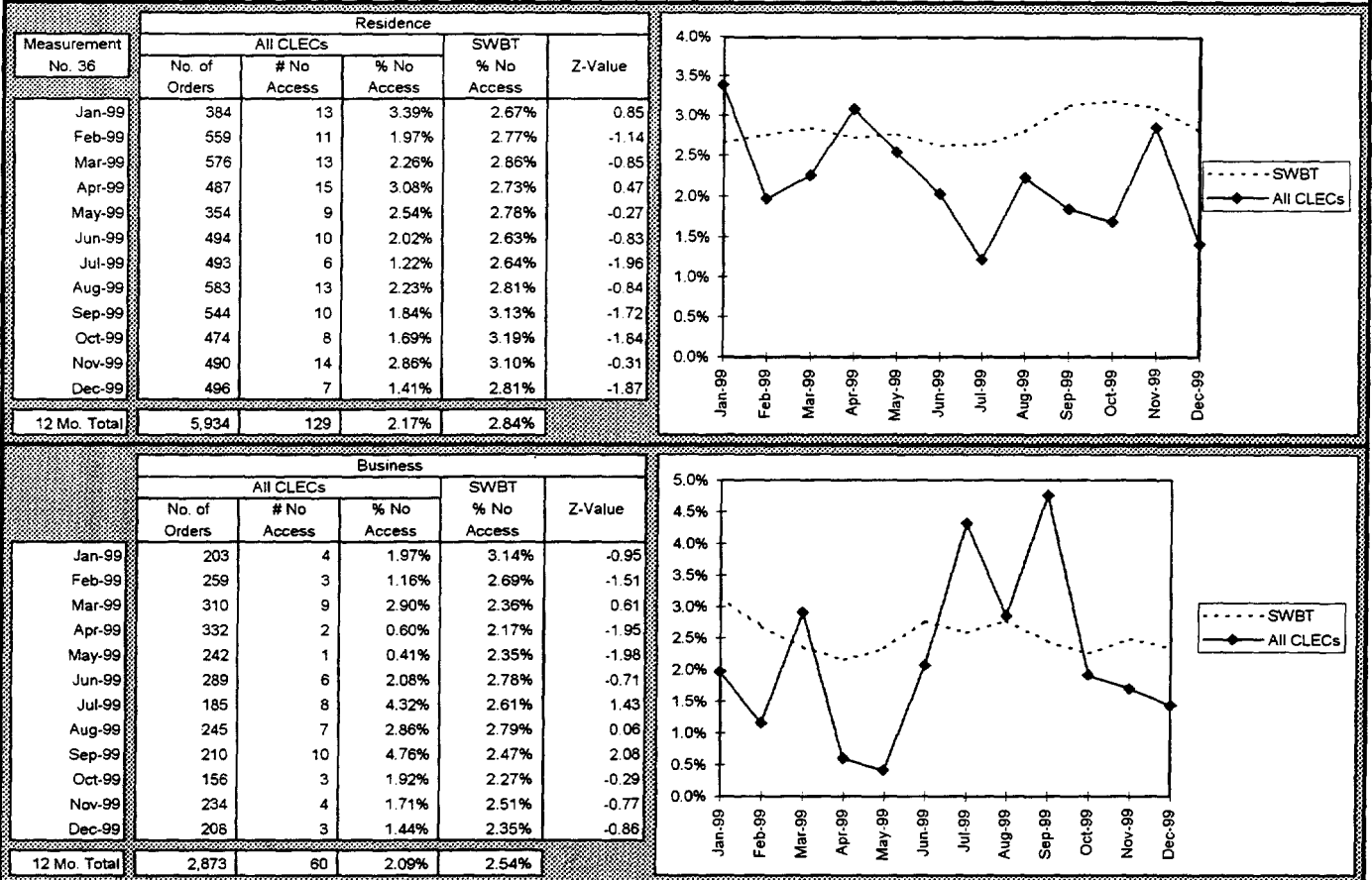
Provisioning - UNE Loop and Port Combinations

Percent No Access (% N,T,C Orders with Status of No Access) - Field Work

Measurement No. 36	UNE Loop and Port Combinations				
	All CLECs			SWBT	Z-Value
	No. of Orders	# No Access	% No Access	% No Access	
Mar-99	0	0	n/a	2.92%	Base < 10
Apr-99	3	0	0.00%	2.93%	Base < 10
May-99	1	0	0.00%	3.04%	Base < 10
Jun-99	10	0	0.00%	3.04%	-0.56
Jul-99	65	0	0.00%	3.01%	-1.42
Aug-99	106	0	0.00%	3.39%	-1.93
Sep-99	213	0	0.00%	3.58%	-2.81
Oct-99	308	0	0.00%	3.10%	-3.14
Nov-99	282	0	0.00%	3.10%	-3.00
Dec-99	438	0	0.00%	2.87%	-3.60
12 Mo. Total	1,426	0	0.00%	3.05%	

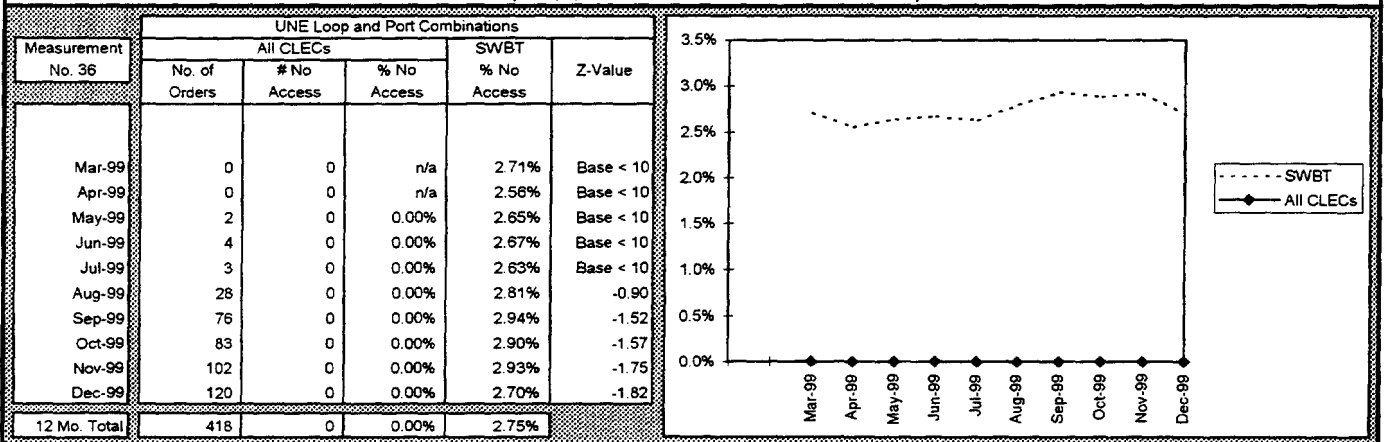


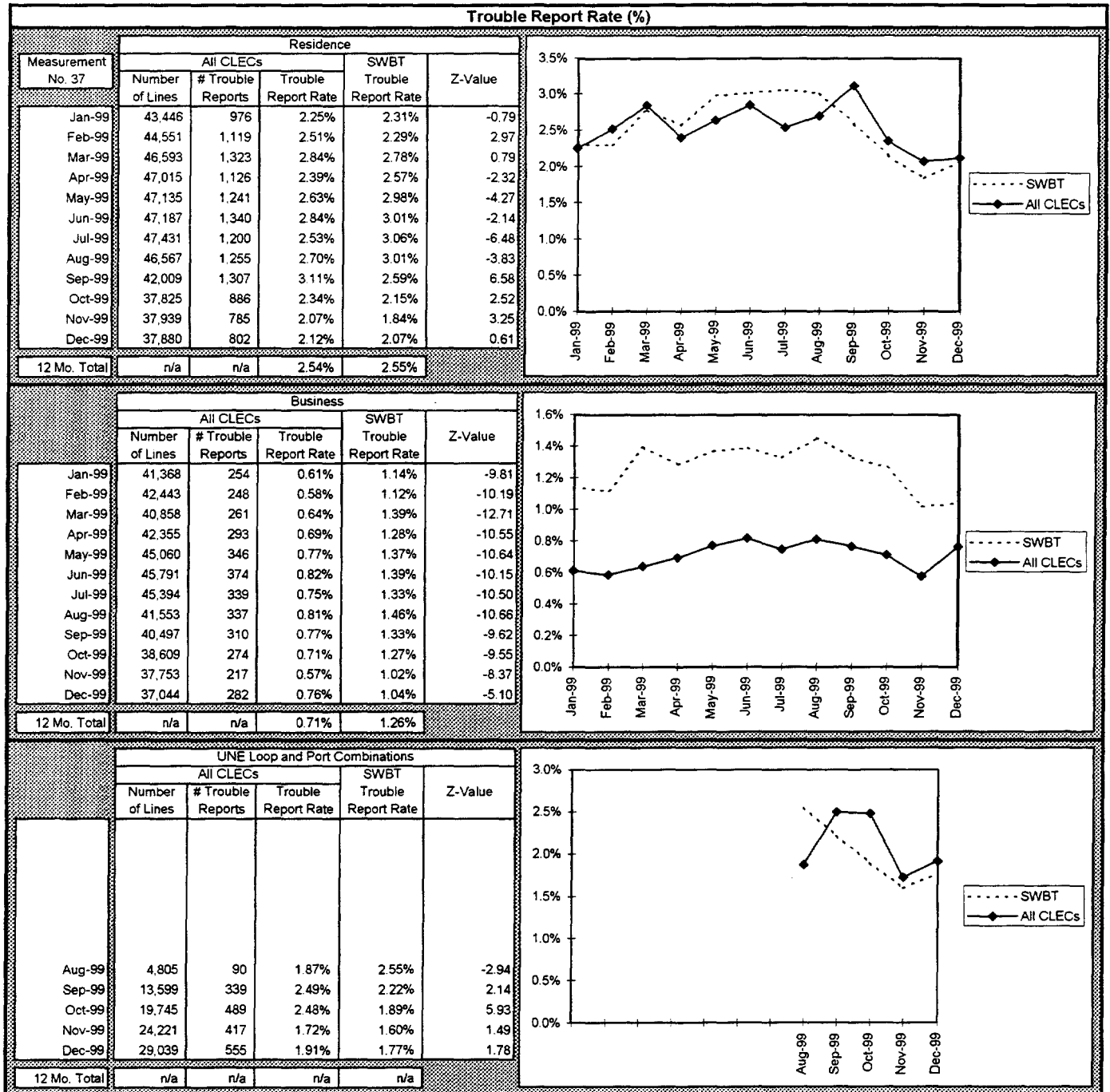
Percent No Access (% N,T,C Orders with Status of No Access) - Field Work

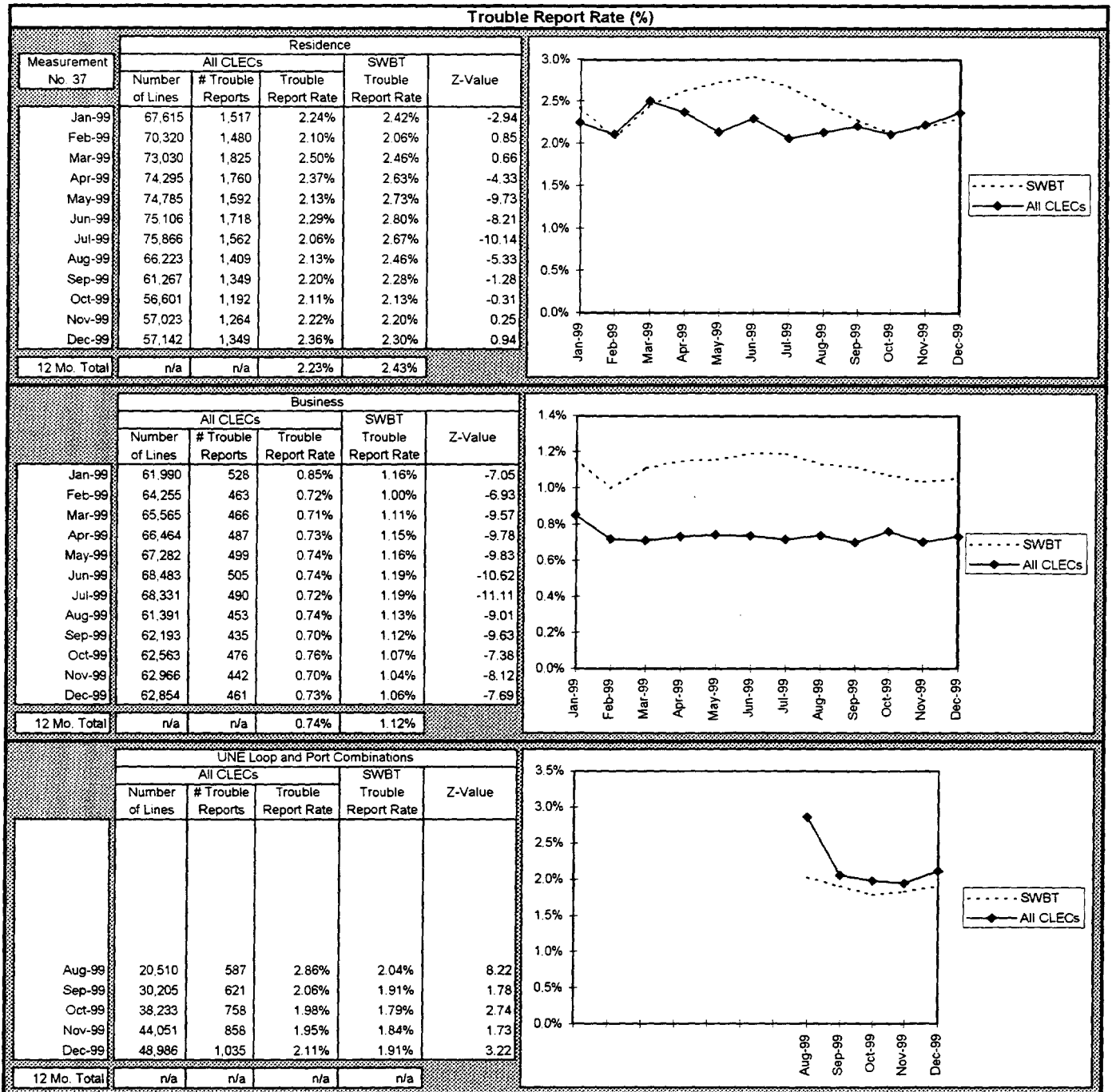


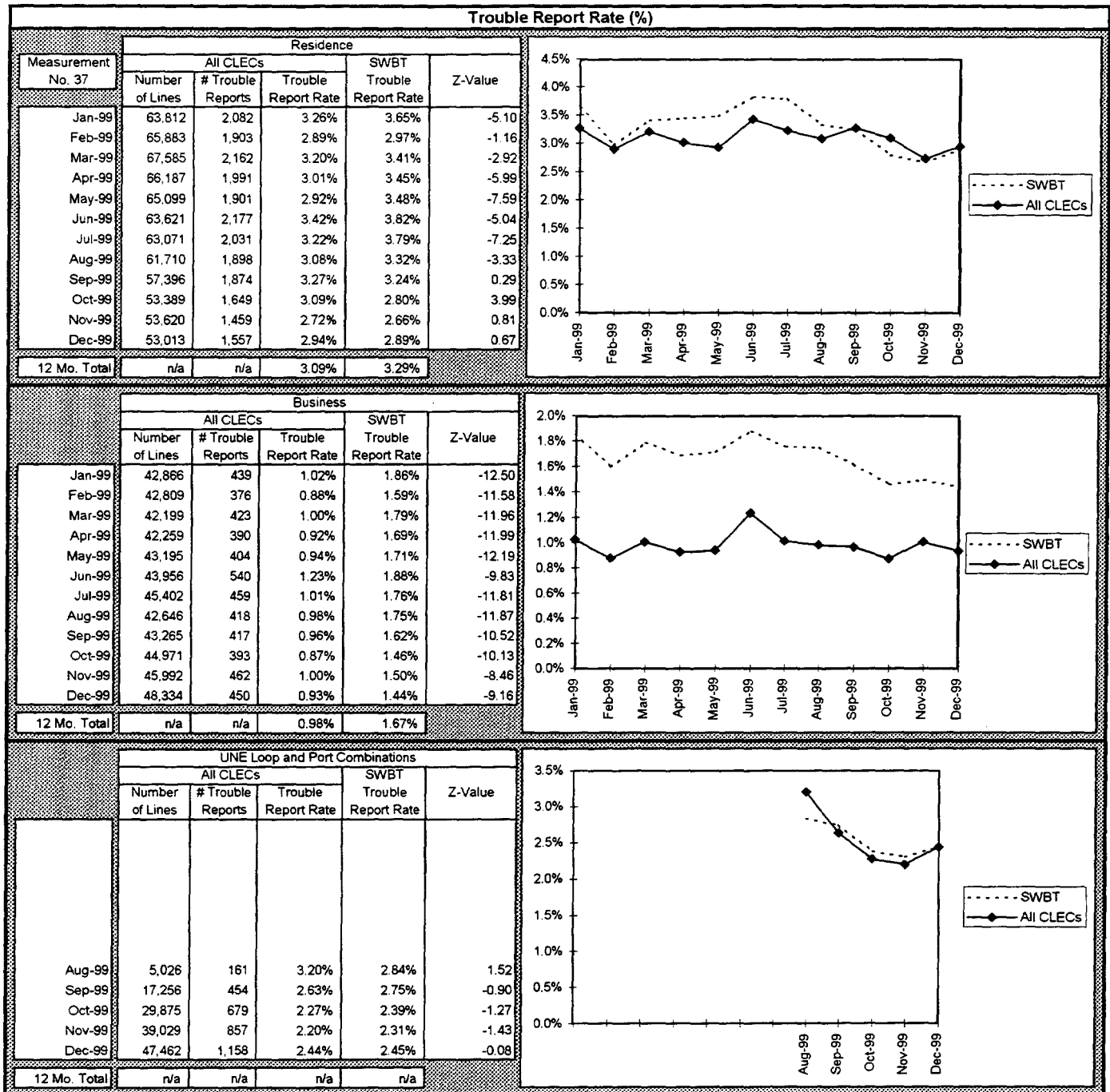
Provisioning - UNE Loop and Port Combinations

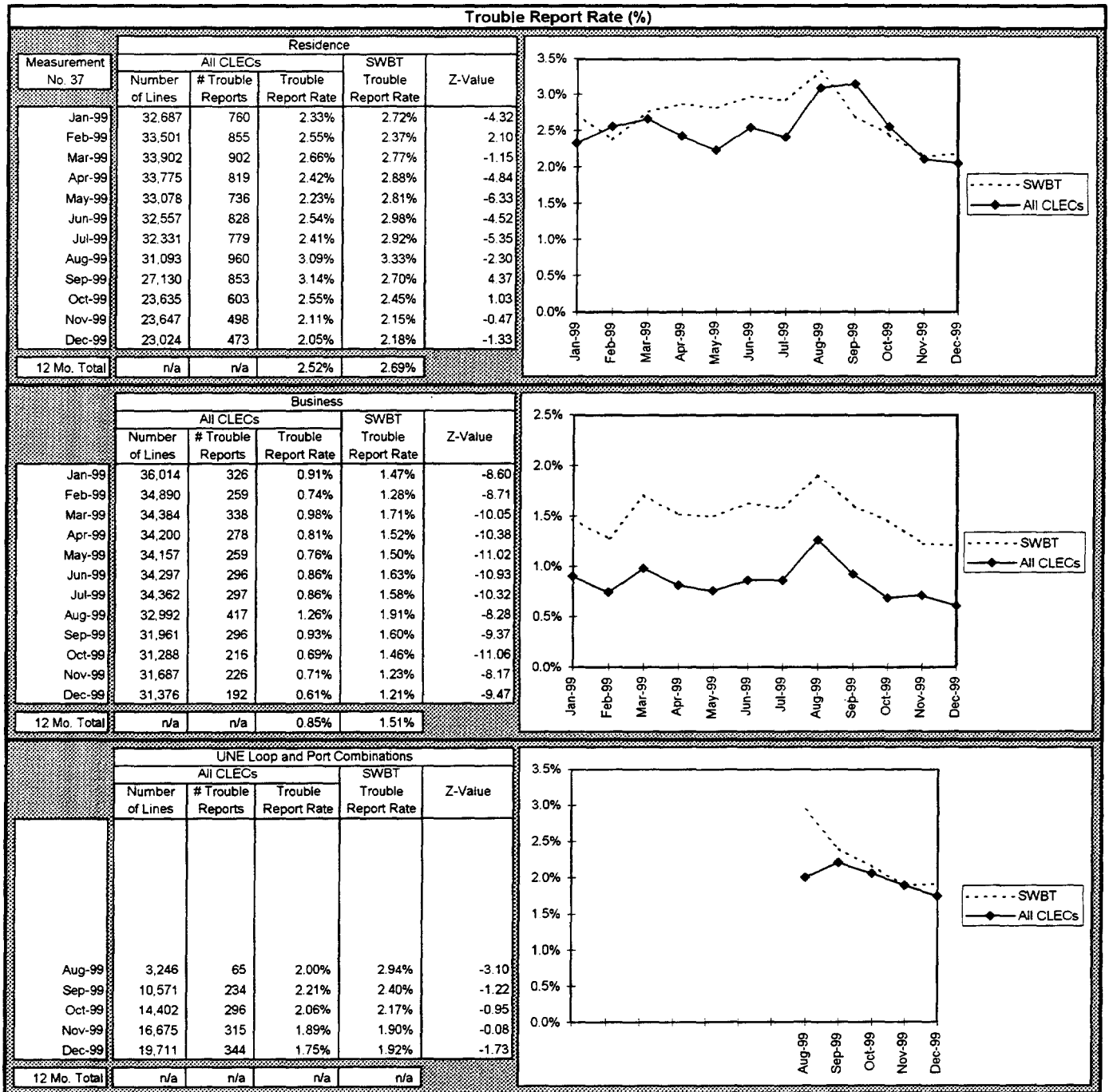
Percent No Access (% N,T,C Orders with Status of No Access) - Field Work





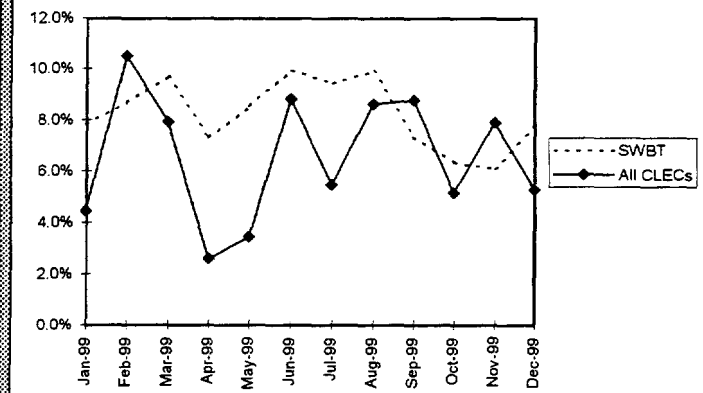




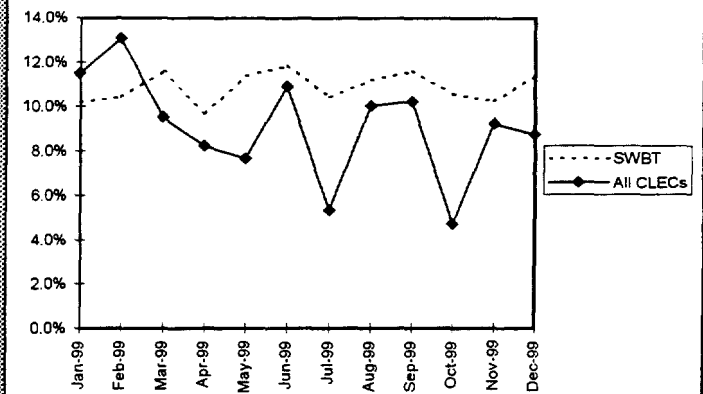


Missed Repair Commitments (%) - Dispatch

Measurement No. 38	Residence				Z-Value
	All CLECs # Trouble Reports	All CLECs # Missed Commit's	All CLECs % Missed Commit's	SWBT % Missed Commit's	
Jan-99	1,011	45	4.45%	7.84%	-3.96
Feb-99	1,095	115	10.50%	8.67%	2.11
Mar-99	1,327	105	7.91%	9.68%	-2.14
Apr-99	1,243	32	2.57%	7.31%	-6.36
May-99	1,476	51	3.45%	8.53%	-6.94
Jun-99	1,638	144	8.79%	9.97%	-1.56
Jul-99	1,428	78	5.46%	9.44%	-5.08
Aug-99	1,454	125	8.60%	9.91%	-1.65
Sep-99	1,532	134	8.75%	7.32%	2.10
Oct-99	1,031	53	5.14%	6.34%	-1.56
Nov-99	912	72	7.89%	6.11%	2.20
Dec-99	951	50	5.26%	7.74%	-2.84
12 Mo. Total	15,100	1,004	6.65%	8.37%	

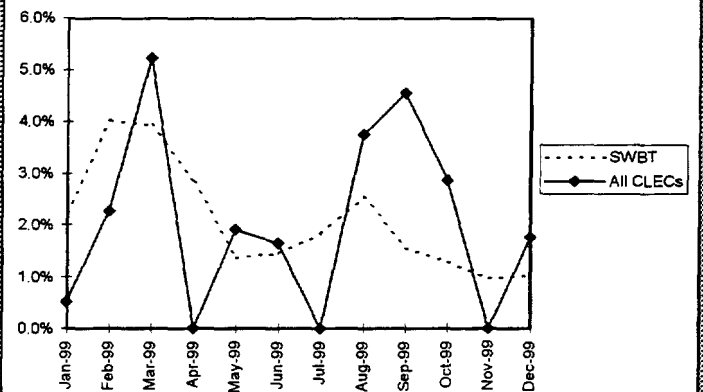


	Business				Z-Value
	All CLECs # Trouble Reports	All CLECs # Missed Commit's	All CLECs % Missed Commit's	SWBT % Missed Commit's	
Jan-99	278	32	11.51%	10.24%	0.68
Feb-99	260	34	13.08%	10.48%	1.33
Mar-99	283	27	9.54%	11.61%	-1.07
Apr-99	316	26	8.23%	9.67%	-0.85
May-99	392	30	7.65%	11.43%	-2.31
Jun-99	430	47	10.93%	11.84%	-0.57
Jul-99	412	22	5.34%	10.46%	-3.34
Aug-99	398	40	10.05%	11.23%	-0.73
Sep-99	361	37	10.25%	11.62%	-0.80
Oct-99	318	15	4.72%	10.61%	-3.38
Nov-99	270	25	9.26%	10.26%	-0.53
Dec-99	331	29	8.76%	11.43%	-1.49
12 Mo. Total	4,049	364	8.99%	10.95%	

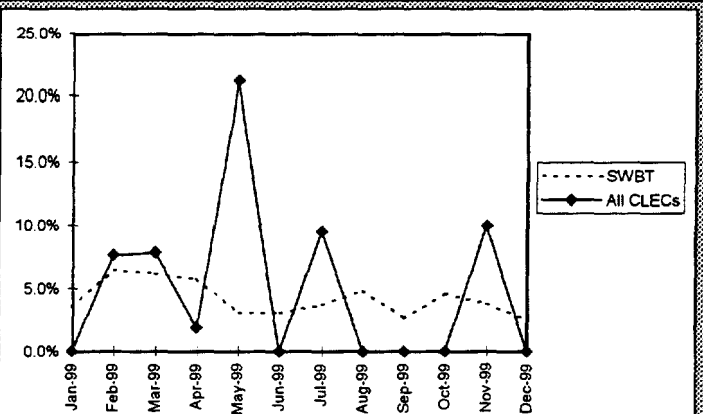


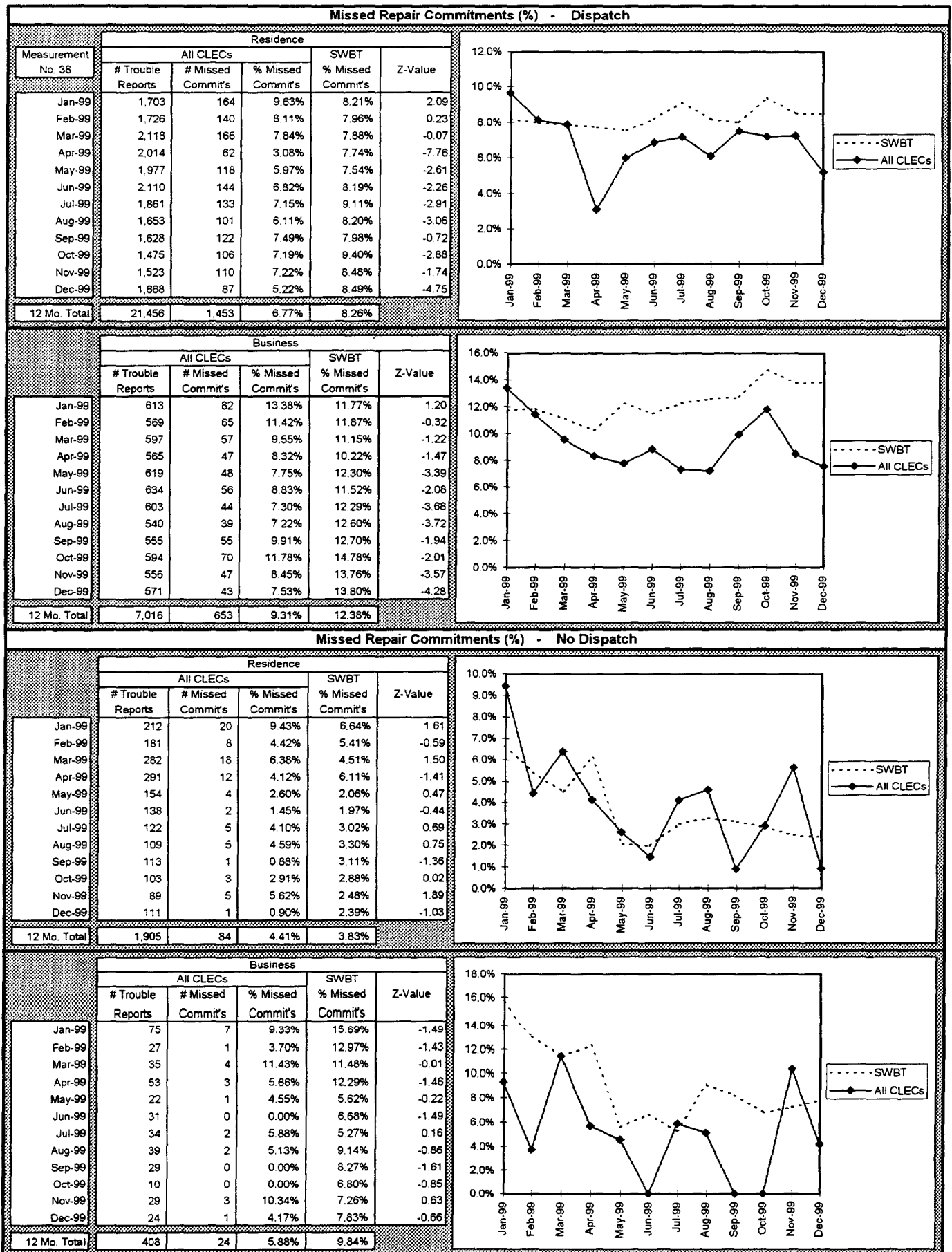
Missed Repair Commitments (%) - No Dispatch

	Residence				Z-Value
	All CLECs # Trouble Reports	All CLECs # Missed Commit's	All CLECs % Missed Commit's	SWBT % Missed Commit's	
Jan-99	198	1	0.51%	2.23%	-1.64
Feb-99	220	5	2.27%	4.03%	-1.32
Mar-99	268	14	5.22%	3.94%	1.07
Apr-99	174	0	0.00%	2.84%	-2.25
May-99	105	2	1.90%	1.37%	0.47
Jun-99	122	2	1.64%	1.46%	0.17
Jul-99	102	0	0.00%	1.83%	-1.38
Aug-99	80	3	3.75%	2.55%	0.68
Sep-99	66	3	4.55%	1.56%	1.93
Oct-99	70	2	2.86%	1.30%	1.13
Nov-99	59	0	0.00%	0.99%	-0.77
Dec-99	57	1	1.75%	1.03%	0.54
12 Mo. Total	1,521	33	2.17%	2.31%	



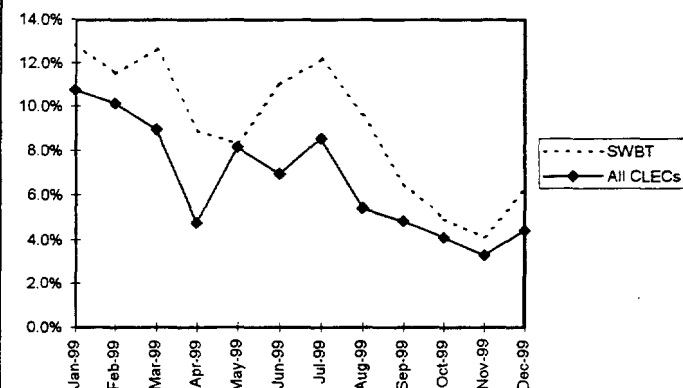
	Business				Z-Value
	All CLECs # Trouble Reports	All CLECs # Missed Commit's	All CLECs % Missed Commit's	SWBT % Missed Commit's	
Jan-99	33	0	0.00%	3.58%	-1.11
Feb-99	39	3	7.69%	6.50%	0.30
Mar-99	38	3	7.89%	6.24%	0.42
Apr-99	53	1	1.89%	5.79%	-1.21
May-99	19	4	21.05%	3.15%	4.19
Jun-99	23	0	0.00%	3.11%	-0.86
Jul-99	21	2	9.52%	3.78%	1.34
Aug-99	28	0	0.00%	4.88%	-1.20
Sep-99	26	0	0.00%	2.68%	-0.85
Oct-99	19	0	0.00%	4.62%	-0.96
Nov-99	10	1	10.00%	3.91%	0.97
Dec-99	26	0	0.00%	2.59%	-0.83
12 Mo. Total	335	14	4.18%	4.53%	



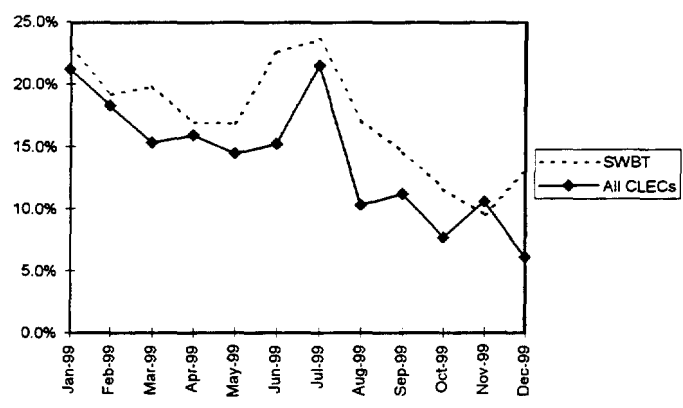


Missed Repair Commitments (%) - Dispatch

Measurement No. 38	Residence				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	2,278	245	10.76%	12.86%	-2.96
Feb-99	2,165	219	10.12%	11.49%	-1.98
Mar-99	2,411	216	8.96%	12.66%	-5.39
Apr-99	2,310	110	4.76%	8.92%	-6.94
May-99	2,247	183	8.14%	8.35%	-0.35
Jun-99	2,573	179	6.96%	11.00%	-6.49
Jul-99	2,420	207	8.55%	12.18%	-5.40
Aug-99	2,189	119	5.44%	9.60%	-6.56
Sep-99	2,148	104	4.84%	6.51%	-3.10
Oct-99	1,947	80	4.11%	4.97%	-1.73
Nov-99	1,697	56	3.30%	4.12%	-1.68
Dec-99	1,829	81	4.43%	6.22%	-3.14
12 Mo. Total	26,214	1,799	6.86%	9.28%	

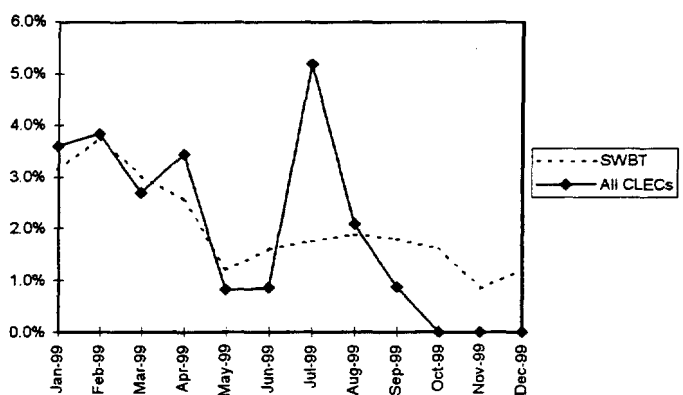


Measurement No. 38	Business				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	500	106	21.20%	22.98%	-0.93
Feb-99	405	74	18.27%	19.26%	-0.50
Mar-99	471	72	15.29%	19.82%	-2.44
Apr-99	415	66	15.90%	16.98%	-0.58
May-99	492	71	14.43%	16.87%	-1.42
Jun-99	644	98	15.22%	22.61%	-4.43
Jul-99	539	116	21.52%	23.61%	-1.13
Aug-99	486	50	10.29%	17.14%	-3.97
Sep-99	473	53	11.21%	14.58%	-2.05
Oct-99	453	35	7.73%	11.61%	-2.55
Nov-99	537	57	10.61%	9.55%	0.82
Dec-99	509	31	6.09%	13.00%	-4.59
12 Mo. Total	5,924	829	13.99%	17.67%	

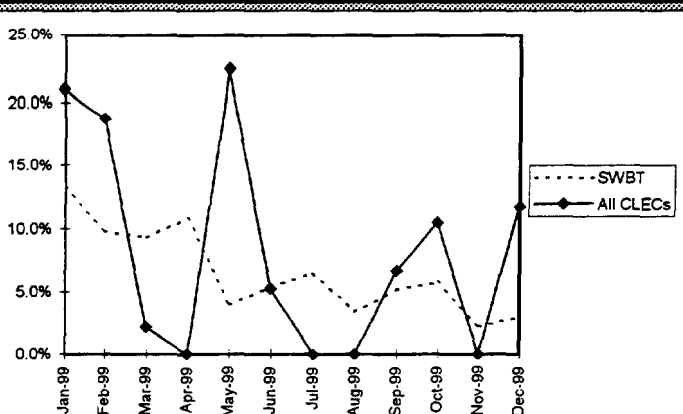


Missed Repair Commitments (%) - No Dispatch

Measurement No. 38	Residence				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	222	8	3.60%	3.16%	0.38
Feb-99	209	8	3.83%	3.76%	0.05
Mar-99	223	6	2.69%	3.02%	-0.28
Apr-99	174	6	3.45%	2.56%	0.74
May-99	123	1	0.81%	1.21%	-0.40
Jun-99	118	1	0.85%	1.62%	-0.66
Jul-99	116	6	5.17%	1.77%	2.74
Aug-99	144	3	2.08%	1.89%	0.17
Sep-99	115	1	0.87%	1.81%	-0.75
Oct-99	55	0	0.00%	1.62%	-0.95
Nov-99	63	0	0.00%	0.85%	-0.73
Dec-99	83	0	0.00%	1.22%	-1.01
12 Mo. Total	1,645	40	2.43%	2.19%	

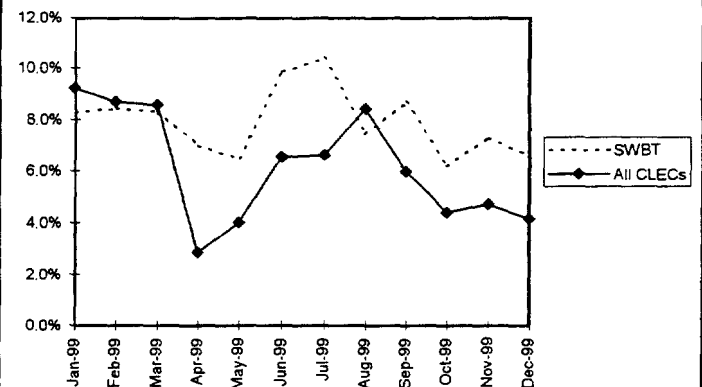


Measurement No. 38	Business				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	43	9	20.93%	13.34%	1.45
Feb-99	48	9	18.75%	9.90%	2.01
Mar-99	46	1	2.17%	9.41%	-1.68
Apr-99	43	0	0.00%	10.84%	-2.28
May-99	27	6	22.22%	4.04%	4.56
Jun-99	19	1	5.26%	5.44%	-0.03
Jul-99	14	0	0.00%	6.51%	-0.99
Aug-99	16	0	0.00%	3.44%	-0.76
Sep-99	15	1	6.67%	5.25%	0.24
Oct-99	19	2	10.53%	5.74%	0.88
Nov-99	19	0	0.00%	2.27%	-0.66
Dec-99	17	2	11.76%	3.02%	2.05
12 Mo. Total	326	31	9.51%	7.51%	

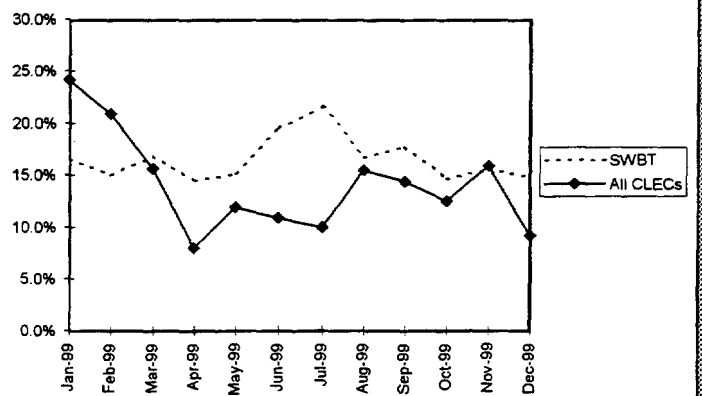


Missed Repair Commitments (%) - Dispatch

Measurement No. 38	Residence				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	836	77	9.21%	8.30%	0.94
Feb-99	911	79	8.67%	8.43%	0.26
Mar-99	1,005	86	8.56%	8.32%	0.26
Apr-99	945	27	2.86%	7.02%	-4.98
May-99	897	36	4.01%	6.49%	-2.99
Jun-99	980	64	6.53%	9.88%	-3.49
Jul-99	938	62	6.61%	10.41%	-3.78
Aug-99	1,155	97	8.40%	7.45%	1.21
Sep-99	987	59	5.98%	8.69%	-2.99
Oct-99	726	32	4.41%	6.19%	-1.98
Nov-99	593	28	4.72%	7.31%	-2.41
Dec-99	576	24	4.17%	6.62%	-2.35
12 Mo. Total	10,549	671	6.36%	7.99%	

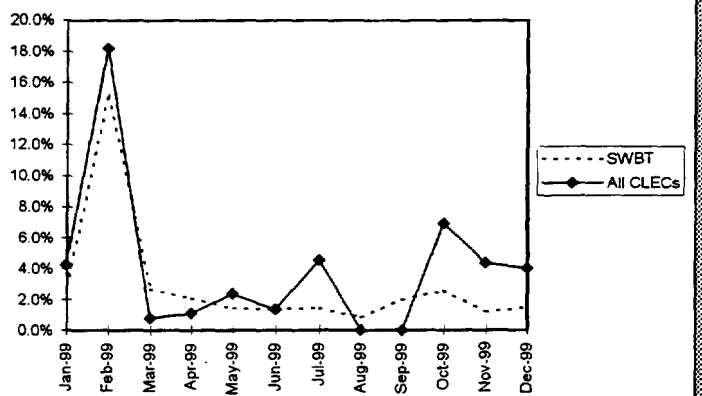


	Business				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	368	89	24.18%	16.65%	3.75
Feb-99	268	56	20.90%	15.07%	2.59
Mar-99	377	59	15.65%	16.91%	-0.64
Apr-99	338	27	7.99%	14.57%	-3.38
May-99	318	38	11.95%	15.23%	-1.60
Jun-99	348	38	10.92%	19.58%	-4.02
Jul-99	361	36	9.97%	21.69%	-5.33
Aug-99	496	77	15.52%	16.66%	-0.78
Sep-99	361	52	14.40%	17.83%	-1.67
Oct-99	247	31	12.55%	14.73%	-0.95
Nov-99	282	45	15.96%	15.65%	0.14
Dec-99	239	22	9.21%	14.92%	-2.45
12 Mo. Total	4,003	570	14.24%	16.79%	



Missed Repair Commitments (%) - No Dispatch

	Residence				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	71	3	4.23%	2.81%	0.72
Feb-99	110	20	18.18%	15.17%	0.87
Mar-99	132	1	0.76%	2.67%	-1.36
Apr-99	90	1	1.11%	2.12%	-0.66
May-99	43	1	2.33%	1.44%	0.48
Jun-99	75	1	1.33%	1.37%	-0.03
Jul-99	66	3	4.55%	1.44%	2.08
Aug-99	66	0	0.00%	0.86%	-0.76
Sep-99	59	0	0.00%	2.02%	-1.10
Oct-99	29	2	6.90%	2.58%	1.45
Nov-99	23	1	4.35%	1.23%	1.35
Dec-99	25	1	4.00%	1.52%	1.01
12 Mo. Total	789	34	4.31%	3.22%	



	Business				
	All CLECs			SWBT	Z-Value
	# Trouble Reports	# Missed Commit's	% Missed Commit's	% Missed Commit's	
Jan-99	20	1	5.00%	17.80%	-1.49
Feb-99	27	2	7.41%	22.38%	-1.85
Mar-99	43	3	6.98%	9.35%	-0.53
Apr-99	24	0	0.00%	10.79%	-1.70
May-99	15	0	0.00%	2.87%	-0.67
Jun-99	9	0	0.00%	2.83%	Base < 10
Jul-99	18	1	5.56%	4.03%	0.33
Aug-99	12	1	8.33%	3.30%	0.96
Sep-99	14	0	0.00%	7.11%	-1.03
Oct-99	14	3	21.43%	8.87%	1.61
Nov-99	11	0	0.00%	2.68%	-0.55
Dec-99	7	1	14.29%	4.19%	Base < 10
12 Mo. Total	214	12	5.61%	9.00%	

